



NETWORKS

1-800-456-8000 x76883

[Aruba-Licensing@ingrammicro.com](mailto:Aruba-Licensing@ingrammicro.com)

Desk hours - 8:30-8:00 Eastern

Market Development – Brian Gearhart

1-800-456-8000 x67149

[www.arubanetworks.com](http://www.arubanetworks.com)

## Vendor Program Overview

Aruba provides access management, network infrastructure and mobility application solutions that enables customers to create next-generation mobility networks. Aruba solutions are unified into one cohesive and manageable enterprise mobility infrastructure that strengthens security, simplifies how users and devices connect, and eases the burden on IT.

## Key Products

Access Points

Mobility Controllers

Mobility Access Switches

Remote Access Points

Network Management – Aruba Airwave

Network Management – Aruba Central

Software and Support

## Maintenance/Support

Maintenance is highly suggested for Aruba products. Maintenance provides tech support and product updates. Support is available from one to five year options.

## Authorization Requirements

All resellers are authorized to sell Aruba products through Ingram Micro. Aruba has a tiered partner program that offers access to deal registration and discounts based on product category. Resellers are encouraged to work with the market development team here at Ingram Micro or they can complete the application online in the partner center of Aruba's website.

Link to application:

[https://arubanetworkskb.secure.force.com/prm/?\\_ga=1.112185988.105455641.1380650121](https://arubanetworkskb.secure.force.com/prm/?_ga=1.112185988.105455641.1380650121)

## Ordering Requirements

Aruba requires Ingram Micro to capture the following information on all of the hardware and software orders. To ensure prompt processing of your Aruba Networks order, please be sure to include the following information when placing your order with us:

1. PO number
2. End-user agency/organization name
3. End-user shipping street address, city, state and zip code
4. End-user contact name - first and last name required
5. End-user contact phone number
6. End-user contact email address (email domain must match business name)
7. Third party Freight Account Number
8. Deal Registration or NSP numbers.
9. Renewal Quote ID numbers.

## **Product Delivery**

Aruba Networks has a two week lead time on all direct ship orders. Licenses are delivered via email. The delivery must go directly to the end user; resends are available and must be requested through the Aruba Licensing team at Ingram Micro.

## **Renewals**

All renewal quoting is completed by the Renewals team at Aruba Networks. Ingram Micro can request quotes and we require the following information:

1. End user
2. End user Address/Location
3. Licenses that need to be renewed (serial numbers are helpful)
4. How long the customer wishes to be renewed for (one – five year options)

## **Pricing Programs**

Educational discounts are available on some products. All pricing is dictated by Aruba's partner program.

## **Important Notes**

Aruba has one warehouse located in California. On direct ship POs, if you require expedited shipping (sooner than the two week lead time) that needs to be clearly indicated on your PO. If you require a two day/overnight shipment, we will require a third party freight ID number to process the PO. The team at Ingram Micro will confirm with the vendor prior to placing your PO if your requests can be accommodated.

## **Returns Overview**

Aruba Networks does not accept returns on their products. Please contact our licensing desk with any questions.

December 29, 2014