1-800-456-8000 x76416
BMC-licensing@Ingrammicro.com
Desk hours - 8:30-8:00 Eastern
www.bmc.com

Vendor Program Overview

Business runs better when IT runs at its best. That's why more than 50,000 IT organizations from the Global 100 to small and mid-market businesses in over 120 countries rely on BMC Software (NASDAQ: BMC) to manage their business services and applications across distributed, mainframe, virtual and cloud environments. With the leading Business Service Management platform, Cloud Management, and the industry's broadest choice of IT management solutions, BMC helps customers cut costs, reduce risk and achieve business objectives.

- Approximately 96% of the Forbes Global 100 and 81% of Fortune 500 companies rely on BMC Software

BMC offers Server and Network Automation and Cloud Services and is currently the #1in IT Service Management globally. Through using BMC Software Cisco server provisioning went down from 24 hours to 24 minutes, ADP Application Deployment times reduced by 70% and Wal-mart Mean-Time-To-Repair (MTTR) shortened by 75%.

Through the implementation of BMC Software's products businesses can expect a significant reduction is Operating Expenses and a more efficient and effective IT staff that can enable and empower the business to utilize all the IT innovations to their fullest extent.

BMC Software requires Authorization to Resell. Authorization is free and has no minimum revenue requirements. This is the link to request authorization: Free Authorization to resell BMC Software.

Once the requesting partner has completed the request form BMC will send a request to complete a Due Diligence Questionnaire and Compliance Statement. Once that is done BMC will then draft your Distributor Network Agreement and send that to us to get over to the partner. The partner then has to sign that agreement and get it back to us and BMC for BMC to countersign and execute. The process usually takes between 3-5 business days from start to finish.

Key Products

BMC Track-It! - The market-leading ITSM solution built for the SMB to improve their internal IT support processes and asset tracking while supporting their business staff with a powerful, intuitive and easy-to-use ticketing solution with great reporting and dashboards.

- Overview of Track-It!
- Helpdesk Function
- Asset Management/Inventory Function
- Barcode Function
- Mobile Function
- Remote PC Control Function
- Track-It! Price List
- Track-It! Use Case for Memorial Health Services

BMC BladeLogic Automation Suite – BMC's Bladelogic allows for the quickest, most efficient and accurate provisioning of new servers, networks, databases and mainframes in the industry. Deployment times can be reduced up to 90% with Bladelogic products. Here is a list of the products in the Bladelogic Automation Suite:

- Application & Middleware Automation
- Database Automation
- Server Automation
- Network Automation
- Workplace & Device Automation
- Enterprise Scheduling & Workload Automation
- Mainframe Automation
  - o BladeLogic Automation Suite
  - o Server Automation DataSheet
  - o Network Automation Datasheet
  - o DataCenter Automation - Your Path to the Cloud

BMC ProactiveNet Performance Management Suite (BPPM) – The ProactiveNet Performance Management Suite is a solution built to empower the IT staff with tools and live reports that allow them to have visibility into the IT infrastructure performance (server and processor temperature and performance etc). With this visibility, IT staff can proactively identify potential problems in the network and take steps to prepare for them by redistributing capacity to the right areas to accommodate higher website traffic for example.

BMC Application Management Suite – Speed the delivery of high-quality applications for increased competitive advantage. It automates application release for complex multi-tier applications and monitors end-user experience and service levels. It incorporates products from the BladeLogic (provision & Configure) line and the BPPM Line. It depends upon accurate information in your CMDB and therefore strongly benefits from some Atrium products.

BMC Atrium– The BMC Atrium platform provides a heterogeneous approach to integration and orchestration within your environment. The Atrium CMDB provides the core management facility for integration and orchestration-based initiatives. The Databases that feed information to the Remedy, BladeLogic, and BPPM products are based on the Atrium products. With the Atrium Discovery and Dependency Mapping product, you can quickly identify what configuration items you have on your network and what types of relationships there are between them. This gives visibility into what would happen if certain changes are made to the environment.

- Atrium Orchestrator
- BMC Atrium Orchestrator - Automating Repetitive Tasks

Media
No media is offered.

Market Segments Covered
Ingram can sell into the Commercial and Non-profit Market Segment. We cannot sell to Government/Public Sector End-users.

Authorization Requirements
BMC requires authorization to be able to sell or even receive a quote for their software. A Distribution Network Agreement (DNA) must be signed before any reseller can get quotes for BMC.

Pricing Programs

Special pricing is only offered by BMC according to their sole discretion. Deal registration is available and can offer discounts up to 15% on licenses. Requests for Deal Registration should be sent to BMC-Licensing@IngramMicro.com and is only applicable to new opportunities.

Returns Overview

BMC only accepts returns on the Track-It! product within 30 days. Below is the policy relative to Track-It!

> BY OPENING THE PACKAGE, INSTALLING, PRESSING "AGREE" OR "YES" OR USING THE PRODUCT, THE ENTITY OR INDIVIDUAL ENTERING INTO THIS AGREEMENT AGREES TO BE BOUND BY THE FOLLOWING TERMS. IF YOU REJECT THIS AGREEMENT OR ARE NOT SATISFIED WITH THE SOFTWARE, YOU MAY (I) OBTAIN A REFUND OF THE PURCHASE PRICE OF THE SOFTWARE OR THE SOFTWARE UPGRADE (AS APPLICABLE), OR (II) REQUEST REPLACEMENT SOFTWARE IN THE EVENT YOU IDENTIFY THAT THE SOFTWARE IS DEFECTIVE, PROVIDED THAT, IN EACH CASE, YOU RETURN TO THE POINT OF PURCHASE THE SOFTWARE, ANY ACCOMPANYING DOCUMENTATION AND DATED PROOF OF PURCHASE WITHIN THIRTY (30) DAYS FROM THE DATE OF PURCHASE OF THE SOFTWARE.

To request a return, please contact us with the following information:

Your Ingram account
Number
Your PO #
Ingram Order number
Reason for Return

Please contact our licensing desk with any questions.

July 31, 2014