Vendor Program Overview
CA Technologies, a world leader in mission-critical software, offers a compelling alternative to the traditional way of acquiring boxed software through licensing.

Key Products
Storage and Recovery Management
Arcserve Backup
Arcserve D2D
Arcserve Replication
Arcserve High Availability
Erwin Data Modeling
Managed Capacity
MSPP

Maintenance/Support
Maintenance is required with all license purchases. Maintenance provides tech support and product updates. It is available as follows:
Enterprise (24X7), One and Three year versions are available.

Media
Media is available via download at www.ca.com and sent electronically with licenses.   If a physical kit is required one is available for approximately $50.

Authorization Requirements
There are no Authorization Requirements to purchase the CA licensing products distributed through Ingram Micro except for the MSPP program. Please contact the desk for information.

Ordering Requirements
Please be sure to provide the following information when placing a CA Licensing order:

1.   PO number
2.   End-user agency/organization name
3.   End-user contact name - first and last name required
4.   End-user contact phone number
5.   End-user contact email address (email domain must match business name)
6.   Note if the reseller or end user is the receive the license certificate and/or the media from CA

7.   Clearly state the skus needed, along with the pricing, and quantities needed for each line item

Product Delivery
CA's normal processing time on orders is 1-3 business days. Licenses plus information on downloading the media are delivered via email.

Renewals
Renewals must be purchased within 60 days of the renewal date of the license. Upgrade licenses must be purchased if beyond the 60 day renewal period.   If renewing early please make sure to reference the customer's existing order ID#/OL# on your PO.

Pricing Programs
CA Open License Program (OLP) is an easy-to-use, cost-effective purchasing program designed to meet the needs of businesses of all sizes. It reduces the costs associated with acquiring, implementing and maintaining CA software. OLP offers streamlined purchasing and centralized license management. With OLP, it is even easier than ever to benefit from licensing, especially now that no minimum point purchase is required.

CA Government License Program (GLP) offers government agencies, academic institutions and non-profit organizations substantial discounts, without the obligation of making volume purchases. GLP's streamlined process offers the quickest, easiest way to purchase licensing for large environments by reducing paperwork and administrative headaches associated with box product purchases. Furthermore, with no minimum purchase requirements, cost of software ownership is reduced and redundancy is avoided.