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Desk hours - 8:30-8:00 Eastern  
[www.ca.com](http://www.ca.com)

## **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:

### *Storage and Recovery Management*

Enterprise (24X7), One and Three year versions are available.

## **Media**

Hard copy media is provided free for all new licenses purchases. It is also available via download at [www.ca.com](http://www.ca.com)

## **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 to 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 2-3 business days. Licenses are delivered via email and media will be shipped out for all non-renewal orders for eligible products.

### **Renewals**

Renewals must be purchased within 30 days of the renewal date of the license. Upgrade licenses must be purchased if beyond the 30 day renewal period.

### **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.