



Licensing Desk:

1-800-456-8000 x76151
CA-Licensing@Ingrammicro.com
Desk hours - 8:30-8:00 Eastern
www.arcserve.com
www.erwin.com
www.ca.com

Market Development:

Brian Stelmach
1-800-456-8000 x66054
Brian.Stelmach@ingrammicro.com

Vendor Program Overview

CA Arcserve takes a holistic approach to your company's entire infrastructure, starting with your business needs including a thorough understanding of your critical applications and data sets to be protected. They offer innovative, industry-leading solutions to efficiently secure and protect your systems, applications and data – providing faster recovery times and saving money.

CA ERwin Modeling provides a collaborative data modeling environment to manage enterprise data through an intuitive, graphical interface. With a centralized view of key data definitions, you can leverage information as a strategic asset and more efficiently manage your data resources to save time and money.

Key Products

Arcserve Backup: ARCserve Backup is a comprehensive file-based backup solution that supports both disk and tape storage targets.

Arcserve Unified Data Protection: Arcserve UDP is based on a next generation unified architecture for both virtual and physical environments. Its unmatched breadth, ease of use, and recovery assurance capabilities set it apart from other data protection solutions. The solution includes benefits such as a unified management console, agentless backup for VMware & Hyper-V, and true global deduplication.

Arcserve Replication: ARCserve Replication helps lower risk of lost or damaged data. It provides continuous data protection to complement any basic backup and Snapshot strategy. It provides an easy way to migrate/copy data and backups from one server to another and one site to another for disaster recovery, and from remote offices to a central location for secure centralized backup.

Arcserve High Availability: ARCserve® High Availability protects your customers' systems, applications and data. It provides continuous replication, server monitoring and automatic failover to help reduce system downtime and data loss that will affect your customer's sales, service, operations, employee productivity and reputation.

MSPP (Arcserve): Arcserve solutions are offered for MSPs through a monthly usage based licensing model.

Erwin Data Modeling: CA ERwin® Data Modeler is an industry-leading data modeling solution that provides a simple, visual interface to manage your complex data environment: on premise or in the Cloud.

Maintenance/Support

Maintenance is required with all license purchases. Enterprise maintenance provides 24X7 tech support and product updates. One and three year terms 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

No authorization is required.

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 1-2 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.

Returns Overview

CA Return Policy

The following options are available for return of CA Products purchased. No partial returns will be accepted.

Within 60 days of License Certificate Date* - RMA must be requested and certificate of destruction completed. Beyond 60 days of Certificate Date*- returns will not be accepted by CA. No exceptions.

* Certificate Date is the date of issuance and can be found on the upper right portion of the License Certificate.

CA requires a completed letter of destruction for all returns.

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 23, 2014