



1-800-456-8000 x76480  
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Desk hours - 8:30-8:00 Eastern  
www.managementproducts.comtrade.com

## **Vendor Program Overview**

A recognized leader in Enterprise Application and Infrastructure Management, ComTrade offers native plug-ins that connect Citrix XenApp, XenDesktop, and XenServer to Microsoft Systems Center Operations Manager or HP Operations Manager. Offering the world's most sophisticated Management Packs for Citrix, their products include integrated topology views, automatic discovery, alerts and customizable reports that provide real-time analysis of Citrix applications; reducing support costs by providing real-time issue remediation and a proactive view of an application environment. FREE 30 Day Trial available! Contact our ComTrade specialists at Ingram Extension 76480 and start helping your customers to get more out of Citrix.

## **Key Products**

Management Packs and Smart Plug-Ins for Citrix. (Also available for Siebel and Documentum.)

## **Maintenance/Support**

Maintenance and support is required for all ComTrade licenses. One and Three year options are available, either 8x5 or 12x7.

## **Authorization Requirements**

ComTrade requires authorization before a quote can be provided. Please contact the ComTrade desk at Ingram at the email listed at the top of the page for details on becoming authorized.

## **Ordering Requirements**

All orders need to include the following:

- Ingram Micro Account #:
- PO#:
- End User name:
- End User address:
- Contact at End User:
- Email address of Contact:
- Phone # of Contact:
- Ingram Quote #:

A quote should always be requested to ensure you are receiving the most current and accurate pricing.

## **Product Delivery**

ComTrade sends all licenses electronically to the end user. The typical turn-around time is 24-48 hours from the time the order is placed with the vendor.

## **Pricing Programs**

Deal Registration will be available by contacting ComTrade directly. Their Partner program also offers additional discounts to their Preferred and Premier partners.

**Returns Overview**

ComTrade has a no-return policy. Any exception has to be approved by ComTrade.  
Please contact our licensing desk with any questions.

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