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Desk hours - 8:30-8:00 Eastern

[www.datacore.com](http://www.datacore.com)

## Vendor Program Overview

DataCore SANmelody overcomes the high cost barrier and complexity of traditional SAN storage. SANmelody converts standard Intel/AMD servers, blades or virtual machines (VMs) into fully capable storage servers that virtualize disks and serve them over existing networks to application servers. They are simple to operate, take only minutes to install, and let you cost-effectively optimize, manage and protect data storage and disk space. SANSymphony™ software is an enterprise-class open storage networking platform that maximizes the value from IT assets and boosts business productivity. Customers receive enduring ROI benefits from the comprehensive storage management services provided by the software.

## Key Products

SanMelody Renewals  
SanSymphony-V 2TBs to Unlimited Capacity  
Fibre Channel  
Advanced Site Recovery  
Asynchronous Replication  
Continuous Data Protection

## Maintenance/Support

Maintenance is required with all license purchases. All support is premium (24x7 x 365). One, Two and Three year increments are available.

## Media

Hard copy media is not available licenses purchases.

## Authorization Requirements

This program is open authorization for all resellers however if qty of 2 or more requires a DCIE (DataCore Certified Implementation Engineer) to install the product. Installation can be purchased on all product lines as needed or required. Training classes are also offered to get Datacore Partners to get their engineers trained to install Datacore's Solutions. These are offered several times a month in different locations nationwide and are purchased through Ingram.

## Ordering Requirements

DataCore has no minimum purchase. To assure prompt processing of your DataCore Purchase, please be sure to include the following information when placing your order with us:

1. PO number
2. End-user agency/organization name
3. End-user shipping street address, city, state and zip code
4. End-user contact name - first and last name required
5. End-user contact phone number
6. End-user contact email address (email domain must match business name)

7. Serial key(s) of licenses being upgraded or renewed

9. Maintenance is mandatory for each license purchased, select number of years wanted.

### **Product Delivery**

DataCores normal processing time on orders is 24 to 48 business hours. Licenses are delivered via email. The delivery must go directly to the end user; however, resellers are copied in on the license e-mail.

### **Renewals**

Renewals must be purchased within 30 days of the renewal date of the license. If the maintenance lapses we need special pricing approval from DataCore for any reinstatement fees that need to be applied.

### **Pricing Programs**

Government and Education pricing levels are available. Please reach out to the licensing desk at 1.800.456-8000 x 76895 for proper pricing.

### **Important Notes**

DataCore offers product and installation training. Please visit their site for details

<http://www.datacore.com/training/>