



1-800-456-8000 x77478

DellSoftware-Licensing@Ingrammicro.com

Desk hours - 8:30-8:00 Eastern

www.Software.Dell.com

Vendor Program Overview

Dell Software products and people are dedicated to helping customers manage their critical applications, databases, Windows infrastructure and virtual environments. The combination of our proven, award-winning software and strong customer relationships makes Dell Software a smart, reliable technology partner.

Key Products

Toad
NDS Migrator
Notes Migrator for Exchange
Groupwise Migrator for Exchange
Migration Manager for Exchange
Migration Manager for Active Directory
vRanger Backup & Replication
Foglight for Virtualization
Change Auditor
Desktop Authority
AppAssure Backup & Replication
KACE
Active Administrator
RemoteScan
Defender
Password Manager
AppAssure Backup Appliances

Maintenance/Support

All Dell Software products include a minimum of 1 year standard (8x5) support. Most products are available with 3 years and 24x7 support options.

Media

Media is all downloadable.

Authorization Requirements

Dell Software's partner program is based on Partner Competencies. To purchase Dell Software as a "Registered" partner, the below is all that is needed:

- A valid Reseller Certificate
- An active Company Website
- An active email account ties to the company domain

Please contact DellSoftware-Licensing@IngramMicro.com to obtain the link to become approved.

PartnerDirect Program/Software Competencies FAQ:

<http://partnerdirect.dell.com/sites/channel/en-us/documents/dell-software-partner-faqs.pdf>

Ordering Requirements

To assure prompt processing of your Dell Software 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)

Product Delivery

Dell Software's normal processing time on orders is 3-5 business days. Licenses are delivered via email. The delivery MUST go directly to the end user.

Renewals

For all Maintenance Support Renewals please send your request to DellSoftware-Licensing@IngramMicro.com.

Pricing Programs

Please direct any pricing requests to DellSoftware-Licensing@IngramMicro.com or call the desk at 1-800-456-8000 ext. 77478

Important Notes

Dell Software has a month end order cut off at 6pm eastern the weekday before calendar month end. Please have your orders in at least 4 hours prior to this cut off to ensure processing. Dell Software has free trials of all there licensing. Please visit their site for details <http://software.dell.com/trials/>

Returns Overview

Dell Software has a strict "No Returns" policy.

EXCEPTIONS TO RETURN POLICY

- a. Customer Ordered Wrong Product - If the customer mistakenly ordered the wrong product, Dell Software will accept exchanges for a different product of equal or greater value, if returned within 30 days from the date purchase. Dell Software must receive a new purchase order with the correct product, before the credit and replacement license is issued.
- b. Incorrect End User Information on PO - If the incorrect End User information was listed on the purchase order, an equivalent replacement order may be submitted to correct this information.

Please allow 2-3 months processing time for returns with Dell Software's Product Returns department.

To request a return, please contact us via email with the following information:

- Your Ingram account number
- Your PO #
- Ingram Order number
- SKU (s) of product to be returned
- Quantity (please note—the entire quantity must be requested for return-no partials)
- Reason for Return
- Replacement PO number

Please contact our licensing desk with any questions.

December 30, 2014