



Essential Vendor Advocate Desk (EVA)

Fall 2012

The EVA team was created to provide limited reseller support for various programs, such as licensing programs not currently supported by the Partners Licensing Group. Other types of direct ship vendor programs are also supported by this desk.

EVA will provide quoting, order management, and basic communications for the vendors listed below. We continually refresh the list of vendors we support.

If requesting order status, please include your Ingram account number, purchase order number, order date, and vendor name.

Communications:

We communicate by email: EVA-team@IngramMicro.com

Orders can also be faxed to: [716-616-1265](tel:716-616-1265).

EVA Team Supported Vendor Programs

Vendor Name	Typical Vendor Order Processing Time (business days)
ADTRAN MAINTENANCE	5-10
ARRAY NETWORKS	3
CANTATA (BROOKTROUT)	4
CASTELLE (OPEN TEXT)	5
CELESTIX	2
CHIP PC	6
CORTADO	5
COYOTE POINT	4
DRAGON MEDICAL	5-7
EMBARCADERO	5
ESKER	2-4
LAPLINK LICENSING	2
MARATHON	2
NETIQ	3
NETMANAGE MICROFOCUS	2
PTC MATHCAD	2
QUARK	2-6
WEBROOT	3

Some programs require vendor authorization.
Our vendor program list will be updated on an ongoing basis.