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## F5 Program Overview

Deploying F5 products at key points in the infrastructure gives you an adaptable and scalable foundation to address your changing business needs and IT challenges proactively and cost-effectively. Our hardware platforms help you scale for future application growth and provides industry-leading manageability and flexibility which you can customize and configure according to your needs.

## Key Products

**BIG-IP® PRODUCT FAMILY** - Applications running across networks can cause a wide variety of problems. Whatever the problem, though, the BIG-IP Product Family can handle it. BIG-IP is the only device in the industry that can do everything. It delivers high availability, improved performance, application security, and access control, all in one unit. A single BIG-IP device can do the work of a dozen single-purpose products. More importantly, it can do that work in an efficient, cohesive manner that is easier to manage and adapt as business and technology needs change. The BIG-IP Product Family is also extraordinarily flexible and configurable. You choose which functions you want by selecting various BIG-IP product modules and BIG-IP feature modules. Depending on which modules and how much traffic capacity you need, you can choose from various BIG-IP hardware platforms.

**ARX® SERIES** - Today's storage environments are complex, inflexible, inefficient, and rapidly expanding. As the volume of unstructured data continues to skyrocket, your organization needs the ability to efficiently manage file data while keeping storage costs in check. F5 ARX [file virtualization](#) devices enable you to dramatically simplify data management and reduce storage costs. By introducing intelligent file virtualization into the file storage infrastructure, ARX eliminates the disruption associated with storage administration and automates many storage management tasks. The result is a dramatic improvement in cost, agility, and business efficiency

**FIREPASS® SSL VPN** - Providing application access to mobile workers can be challenging. Remote workers want to connect from everywhere: homes, airports, hotel rooms, coffee shops, and vehicles. They don't want to go through a difficult process to connect -- but their IT departments don't want infected laptops and mobile devices logged directly into the corporate network. The FirePass [SSL VPN](#) provides both security and ease of use. It grants access to corporate applications using a technology that everyone understands: a Web browser. Users can have secure access from anywhere they have an Internet connection, while FirePass ensures that connected computers are fully patched and protected.

**ENTERPRISE MANAGER** - As your application delivery infrastructure expands to meet the demands of your business, deploying and managing multiple devices can add complexity and cost that reduce the efficiency of your deployments. Enterprise Manager is a centralized management appliance for F5 BIG-

IP® devices that gives you a consolidated, real-time view of your entire F5 [application delivery infrastructure](#), plus the tools you need to quickly optimize performance and scale your infrastructure to meet business needs.

**F5 DATA MANAGER** - As the volume of file data increases rapidly, so does the cost and effort of managing that data. Storage infrastructures are complex and inflexible, making it more difficult than ever for IT teams to access, move and manage data without disrupting users or business operations. For relief, many organizations are turning to [file virtualization solutions](#). F5 Data Manager enables you to reap the full benefits of this technology by simplifying deployment of file virtualization solutions, improving ongoing management and creating a more efficient and cost-effective storage environment. With Data Manager you can quickly identify areas within your file storage resources that could be improved by file virtualization and monitor multiple resources with a centralized, extensible storage management platform.

### **Maintenance/Support**

Maintenance is not mandatory but highly recommended. F5 does not discount for multiple years of service but they do allow it. Co-term are available when renewing only; not on initial orders.

- F5 provides standard mnt (10x5), tech support and next business day (NBD) replacement if hardware fails.
- F5 provides premium mnt (24x7), tech support and next business day replacement if hardware fails.
- RMA4: add on to the premium service only. Increases the next business day rma to 4hr response time. Not available with standard service.
- Hard drive replacement sku - If the customer wants to return their RMA'd devices without their hard drive. Without this in place if they return a device without a hard drive, they could be charged for the cost of a new device. For date securing reasons. To make sure secrets do not get leaked. The hard drive replacement is \$1000 msrp F5-SVC-RMA-OPT. One and Three year versions are available.

### **Authorization Requirements**

F5 restricts the sale of product to F5 Partners only. F5 has different levels of authorization. These resellers may sell initial hardware and maintenance. You may apply for authorization a [www.f5.com/partners/apply](http://www.f5.com/partners/apply).

Specialist & Expert authorized resellers only can sell renewals.

Authorized & Qualified resellers can sell renewals for Federal /State /Local government only.

### **Ordering Requirements**

To assure prompt processing of your F5 Purchase, please be sure to include the following information when placing your order with us:

- Ingram Account#
- Reseller PO#
- Ship to location
- End user company name
- End user address
- End User contact name
- End user phone #

- End user email address
- Deal registration # if applicable/NSP #
- Please note that F5's standard processing time is 2-4 weeks and then the order ships. The only way to have this processing time expedited is to get the F5 rep involved and have them expedite the order internally.

### **Product Delivery**

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### **Renewals**

Renewals must be purchase prior the expiration date or a lapse fee may be applied. (\$2000 per unit.)  
F5 Maintenance renewals are porocessing in about 3 business days.

### **Pricing Programs**

For the best pricing register your opportunity at [www.f5.com/partners/secure/na/registerdeal.php](http://www.f5.com/partners/secure/na/registerdeal.php). We can provide deal registered pricing only with a valid deal registration #. Each product category has different discount for non-registered and registered deals so please contact us for a quote.

### **Important Notes**

F5 Trial and Web training <https://www.f5.com/trial/> The power of BIG-IP® Local Traffic Manager™ (LTM) Virtual Edition (VE) is now available in a 90-day trial version, allowing you to test, demo, and develop in a trial environment.

<http://www.f5.com/training-support/global-training/web-based-training/> F5 Networks Web-Based Training (WBT) courses introduce you to basic technology concepts related to F5 technology, recent changes to F5 products and basic configurations for BIG-IP Local Traffic Manager (LTM). These no-charge, self-paced courses let you take the course anywhere, any time and as many times as needed.

Non-production (Lab)F5 offers hardware at a discount beyond deal registration for products that will be used to test and evaluate.

Conditional Sales Order (CSO): F5 offers conditional sales based on product(s) performing to the needs and specifications as promised. These types of orders stay open in our system until the end user/reseller agrees that the performance is as stated. All CSOs must include in the body of the order the following disclaimer: “CSO product must perform to the complete satisfaction of this authorized reseller or the product will be returned to F5 Networks within 30 days of installation.”

## **F5 REQUIREMENTS FOR A QUOTE REQUEST**

### **HARDWARE:**

- Which Models
- Quantity
- End User Name and Location
- Deal Registration #/NSP#
- Do you want standard or premium maintenance with this?

### **RENEWALS:**

- Model # and Serial # of the unit you want to renew service on.
  - This is required as the service is based on the hardware retail price.
- Premium or Standard maintenance.
- Quantity
- Any co-term dates?
- End user name and location
  - This is required as we have to verify all information with the appropriate F5 service rep.