



1-800-456-8000 x76883

Nero-Licensing@Ingrammicro.com

Desk hours - 8:30-8:00 Eastern

www.Nero.com

Vendor Program Overview

Nero aims to provide high quality software solutions with reliability and ease of use, without compromising on innovation and cutting-edge technology. Nero products are developed with the following goals in mind:

- Provide both novice and power-users the ability to interact with our software in an intuitive and efficient manner.
- Offer products and services which allows you to enjoy your music, photos, and videos, anytime, anywhere!
- Meet and exceed your expectations for software performance and quality.
- Provide freedom to create, play, and distribute your content regardless of hardware or file format, by taking a standards-based approach to solution development.

Key Products

	Nero 9 Premium Advanced Backup and Multimedia	Nero 9 Standard Basic Data Management
Backup, Copy, Archive	X	X
Recover & Restore	X	X
Burning Command Center	X	X
Advanced Backup	X	
Playback Audio/Video/Photo	X	
Multimedia DVD Authoring	X	

Maintenance/Support

Maintenance is optional. Maintenance provides tech support and product updates. It is available as standard (8X5 local time) level. Multiyear Options are available.

Media

Nero does not offer a media kit, they update their download link monthly.

Authorization Requirements

- Nero is open to all resellers
- Maintenance is not required but is recommended and should be included on all quotes
- Nero is broken down into two categories, Academic/Government and Corporate. There is a discount for Acad/Gov users.
- Nero requires the existing PDF file the license was issued on when placing an order for maintenance or an add-on, it is not required to quote out. The license key must be on the PO to Nero from Ingram Micro.

Ordering Requirements

- Minimum of ten seat initial purchase unless they are interested in the five seat, non-cumulative small business pack. (NO EXCEPTIONS)
- After the initial ten seat minimum purchase a customer can add-on any quantity they would like, discount breaks happen as the more licenses they purchase, if possible capture the current total so the correct amount can be quoted, if it is not known they can be quoted for the 10-19 range.
- To assure prompt processing of your Nero Software Purchase, please be sure to include the following information when placing your order with us:

1. Ingram Quote Number
2. PO number
3. End-user agency/organization name
4. End-user shipping street address, city, state and zip code
5. End-user contact name - first and last name required
6. End-user contact phone number
7. End-user contact email address (email domain must match business name)
8. Serial key(s) of licenses being upgraded

Product Delivery

Nero Software's normal processing time on orders is 2-3 business days. Licenses are delivered via email. The delivery must go directly to the end user.

Renewals

The Maintenance is renewable, customer has 60 days to renew, and it will be back dated to the end of the previous agreement.

Pricing Programs

Nero is broken down into two categories, Academic/Government and Corporate. There is a discount for Acad/Gov users.

Pricing Levels

- Level 1 10-19 licenses
- Level 2 20-49 licenses
- Level 3 50-199 licenses
- Level 4 200-499 licenses

There are more pricing tiers, but please contact the licensing desk directly to get pricing 1-800-456-8000 ext 76883

Important Notes

Nero Software does support downgrades, you can purchase Nero 10 and downgrade to version 9,8 or 7

Nero 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.