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Desk hours - 8:30-8:00 Eastern

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

## Vendor Program Overview

NetIQ, an Attachmate business, is a global leader in systems and security management. With more than 12,000 customers in over 60 countries, NetIQ solutions maximize technology investments and enable IT process improvements to achieve measurable cost savings.

## Key Products

**AppManager**~ NetIQ Systems Management solutions provide rich heterogeneous systems management and monitoring, enabling organizations to provide effective service management, align their IT operations with business priorities and optimize the delivery of IT-based business services.

**Security Manager**~ NetIQ Security Management solutions uniquely provide real-time monitoring and audit of IT-based changes and user activity, detection of threats and intrusions, security event management and correlation, log management and incident response automation—all with a single, integrated and scalable infrastructure.

**Configuration Control**~ NetIQ Configuration Control solutions give you robust configuration reporting to help you manage your systems, update your configuration management database (CMDB), and address security configuration and vulnerability issues.

## Maintenance/Support

All NetIQ products require maintenance unless noted on the price sheet. Quantities of licenses and maintenance must match unless multiple years of maintenance are being purchased. If multiple years are being purchased then the number of year must be consistent throughout the entire order.

Maintenance is available as Premium (24X7) or Essential (8X5 local time) levels

## Media

Media is not required as it ships via ESD with the license and is a free download.

Media that is ordered is sent out UPS Ground by Net IQ.

## Authorization Requirements

NetIq restricts the sale of product to Partners only. This affects the products that can be purchased based off a reseller's authorization.

## Ordering Requirements

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
7. Maintenance is mandatory for each license purchased, select Essential or Premium level support.

**Product Delivery**

NetIQ normal processing time on orders is 2-3 business days. Licenses are delivered via email. The delivery must go directly to the end user; however, resellers are copied in on the license e-mail. Media is delivered to the end user via FedEx 2 day, on all new license purchases.

**Renewals**

Most maintenance renewals and upgrades go direct. Please refer directly to NetIQ (888-323-6768/sophia.davis@netiq.com). Federal Renewals are direct ONLY.

**Pricing Programs**

There is no educational, government, non-profit, or tiered pricing levels in the NetIQ licensing program.

**Important Notes**

NetIQ has a month end order cut off at 5pm eastern the weekday before calendar month end. Please have your orders in at least 4 hours prior to this cut off to ensure processing.