



1-800-456-8000 x77611
NetScout-Licensing@Ingrammicro.com
Desk hours - 8:30-8:00 Eastern
www.netscout.com

Vendor Program Overview

IT organizations in enterprises and government agencies are striving to optimize performance of networked business applications to their users.

Key Products

Various categories for the Sniffer and NGenius Solutions.

Maintenance/Support

Maintenance and support are available for all NetScout products, hardware and licenses.

Authorization Requirements

NetScout has direct relationships in place with hundreds of resellers. NetScout has only authorized a select few resellers to purchase through Ingram (see below). For resellers not listed below, please refer your inquiries directly to NetScout.

Authorized Ingram Customers

Dell

CDW

AT&T

Verizon Business

HP Direct

Nexus

IMMIX

Ordering Requirements

Most NetScout opportunities need to be quoted for accurate pricing. Ingram system pricing does not match quoted pricing. Orders must match quantities and pricing quoted and should include the quote number-Ingrams and/or NetScout's. Orders also need to include complete end user information including physical address, contact name, email address, and phone number.

Product Delivery

NetScout hardware orders generally take anywhere from 30 to 45 days for fulfillment and delivery because they are built to order. Maintenance renewal orders are normally fulfilled within 30 days.

Pricing Programs

NetScout quotes often include special pricing.

Returns Overview

NetScout has a no-return policy. Any exception has to be approved by NetScout.

Please contact our licensing desk with any questions.

July 16, 2015