



Software Licensing Contact Sheet



Vendor Name		800-456-8000 Extension	email ***@IngramMicro.com	Initis.	Hours of Operation
Acronis	click License	76789	Acronis-Licensing	LT	8:30am-6:30pm EST
Adobe	click License	76578	Adobe-Licensing	GE	8:30am-8:00pm EST
Adtran		76400	Adtran-Licensing	LT	8:30am-6:30pm EST
AirMagnet		76543	AirMagnet-Licensing	JX	8:30am-6:30pm EST
Arcserve	click License	76402	Arcserve-Licensing	RG	8:30am-8:00pm EST
Aruba		76883	Aruba-Licensing	LT	8:30am-8:00pm EST
Atlantis		77919	Atlantis-Licensing	JX	8:30am-6:30pm EST
Attachmate	click License	76071	Attachmate-Licensing	RG	8:30am-6:30pm EST
Autodesk		76027	Autodesk-Licensing	JD	8:30am-8:00pm EST
AVG	click License	76889	AVG-Licensing	CS	8:30am-6:30pm EST
BlackBerry	click License	76516	BlackBerry-Licensing	LT	8:30am-8:00pm EST
BMC		76416	BMC-Licensing	CS	8:30am-6:30pm EST
CA Technologies		76151	CA-Licensing	RG	8:30am-8:00pm EST
Check Point		76483	Checkpoint-Licensing	GR	8:30am-8:00pm EST
Citrix		76484	Citrix-Licensing	GE	8:30am-8:00pm EST
Comtrade		76480	Comtrade-Licensing	JX	8:30am-6:30pm EST
ConduSiv	click License	76487	ConduSiv-Licensing	OD	8:30am-8:00pm EST
Corel	click License	76485	Corel-Licensing	OD	8:30am-8:00pm EST
DataCore	click License	76895	Datacore-Licensing	OD	8:30am-8:00pm EST
Dell Software	click License	77478	DellSoftware-Licensing	JX	8:30am-8:00pm EST
Eset		76853	Eset-Licensing	RG	8:30am-6:30pm EST
EVA Team (Various Vendors)		N/A	EVA-Team	CS	8:30am-8:00pm EST
F5		76623	F5-Team	KT	8:30am-8:00pm EST
Fortinet		76439	Fortinet-Licensing	RG	8:30am-8:00pm EST
Globalscape		77919	Globalscape-Licensing	JX	8:30am-6:30pm EST
GoGuardian		<i>E-mail Only</i>	GoGuardian-Licensing	CS	8:30am-6:30pm EST
Google Solutions		76887	Google-Solutions	CS	8:30am-6:30pm EST
IBM Software		76043	IBM-Licensing	DM	8:30am-8:00pm EST
IGEL		77919	Igel-Licensing	JX	8:30am-6:30pm EST
Juniper Networks		76441	Juniper-Licensing	KT	8:30am-8:00pm EST
Kaspersky	click License	76752	Kaspersky-Licensing	LT	8:30am-6:30pm EST
LANDesk		76770	LANDesk-Licensing	LT	8:30am-6:30pm EST
LifeSize		76170	LifeSize-Licensing	RG	8:30am-6:30pm EST
McAfee	click License	76574	McAfee-Licensing	LT	8:30am-8:00pm EST
Meraki	click License	76629	Legacy-Meraki Cisco-Meraki	DM	8:30am-8:00pm EST
Meru		76173	Meru-Licensing	OD	8:30am-8:00pm EST
Microsoft Open Licensing (MOLP)	click License	76163	Microsoft-Licensing	ME	8:30am-8:00pm EST
Microsoft Campus & School Agreements		76163 op6	Campus.School	PA	8:30am-8:00pm EST
Microsoft Open Value		76163 op4	Open.Value	PA	8:30am-8:00pm EST
Microsoft SPLA	click License	76163 op5	Microsoft-SPLA	PA	8:30am-8:00pm EST
Milestone	click License	76893	Milestone-Licensing	OD	8:30am-8:00pm EST
NetIQ		76308	NetIQ-Licensing	RG	8:30am-6:30pm EST
NetScout		77611	Netscout-Licensing	JX	8:30am-6:30pm EST
Novell	click License	76936	Novell-Licensing	RG	8:30am-6:30pm EST
Nuance	click License	76449	Nuance-Licensing	OD	8:30am-8:00pm EST
Open Text	click License	76559	OpenText-Licensing	OD	8:30am-8:00pm EST
Proofpoint		76496	Proofpoint-Licensing	LT	8:30am-6:30pm EST
Quantum		77973	ACD-Quantum	LT	8:30am-6:30pm EST
Red Hat	click License	76409	RedHat-Licensing	RG	8:30am-8:00pm EST

<<< Continued on Next Page >>>



Software Licensing Contact Sheet



Vendor Name	800-456-8000 Extension	email ***@IngramMicro.com	Initis.	Hours of Operation
Retrospect	76430	Retrospect-Licensing	OD	8:30am-8:00pm EST
RSA	76058	RSA-Licensing	GR	8:30am-8:00pm EST
Shavlik	77954	Shavlik-Licensing	LT	8:30am-6:30pm EST
ShoreTel	76171	ShoreTel-Licensing	JX	8:30am-6:30pm EST
Silver Peak	77951	Silverpeak-Licensing	LT	8:30am-6:30pm EST
SonicWall (<i>Renewal Quotes & Resends</i>)	76491	SonicWall-Licensing	CS	8:30am-6:30pm EST
Sophos	76448	Sophos-Licensing	JX	8:30am-8:00pm EST
Symantec	77181	Symantec-Licensing	KW	8:30am-8:00pm EST
Tenable	77938	Tenable-Licensing	RG	8:30am-6:30pm EST
Trend Micro	76494	Trend-Licensing	JX	8:30am-8:00pm EST
Veeam	76582	Veeam-Licensing	JR	8:30am-8:00pm EST
VMWare	76488	VMWare-Licensing	JR	8:30am-8:00pm EST
VMWare - Public Sector	77648	PublicSector-VMware	JR	8:30am-8:00pm EST
Websense	76797	Websense-Licensing	GR	8:30am-8:00pm EST
X1 Discovery	77919	EmergingVendors-Licensing	JX	8:30am-6:30pm EST

Cloud Sales Team	800-705-7057	email ***@IngramMicro.com	Initis.	Hours of Operation
Cloud Management Services	Option 1	Cloud.Management	MG	8:30am-8:00pm EST
Cloud Security	Option 2	Cloud.Security	MG	8:30am-8:00pm EST
Cloud Applications & Platform	Option 3	Cloud.Applications	MG	8:30am-8:00pm EST
Cloud Infrastructure	Option 4	Cloud.Infrastructure	MG	8:30am-8:00pm EST
Cloud Communication & Collaboration	Option 5	Cloud.Communication	MG	8:30am-8:00pm EST
<i>Ingram Micro Cloud Services Line Card</i>				
MG = Michael Giambanco 66659 Michael.Giambanco@ingrammicro.com				

Renewal Services	Vendor Specific	Adobe	Adobe-Renewals	JC	8:30am-5:30pm EST
	Proactive	Trend Micro	Trend-Renewals	JC	8:30am-5:30pm EST
	Renewals	VMware	RenewalServices-VMware	JC	8:30am-5:30pm EST
	General Inquiries	Renewals Desk	Renewal-Services	JC	8:30am-5:30pm EST

Integration Services	Total System Configurations/Solutions	77961	ConfigRequests	CS	8:30am-5:30pm EST
----------------------	---------------------------------------	-------	--------------------------------	----	-------------------

Licensing Department
Fax Number 716-616-2006
There is now one fax number for all licensing desks

Escalation Only - Team Lead	Ext.	email ***@ingrammicro.com
OD = Olivia DiPalma	67124	Olivia.DiPalma

Escalation Only - Managers	Ext.	email ***@ingrammicro.com
CS = Chris Smith	65242	Christopher.Smith
DM = Danielle Morris	65175	Danielle.Morris
GE = Greg Eyrick	66213	Greg.Eyrick
GR = Gail Rosenecker	67609	Gail.Rosenecker
JC = Julie Czubinski	65224	Julie.Czubinski
JD = Jeff Drager	67758	Jeffrey.Drager
JR = Jared Rojek	65300	Jared.Rojek
JX = Judy Denler	66254	Judy.Denler
KT = Kristin Travis	66201	Kristin.Travis
KW = Kim Wyzkowski	66155	Kimberlee.Wyzkowski
LT = Lynn Tarrant	67476	Lynn.Tarrant
ME = Matt Eckel	66040	Matthew.Eckel
PA = Pam Albrecht	67766	Pamela.Albrecht
RG = Robert Germann	67296	Robert.Germann

August 10, 2015



EVA Team Essential Vendor Advocates



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.

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

Vendor Name	
Active PDF	click License
Appsense	
Chip PC	
Cortado	
Dialogic	
Dragon Medical (Nuance)	
Embarcadero	
Filemaker	click License
Genetec	
HID	
Micro Focus (Netmanage)	
Quark	
Samsung Warranties	
SAP	
Swiftpage	click License
Verifone	
Webtrends	

Licensing Department	
Fax Number*	716-616-2006
Hours of Operation	
Licensing Desks	8:30am-8:00pm Eastern
* There is now one fax number for all licensing desks	
Escalation Only - Team Lead	
	800-456-8000 x67124
Olivia DiPalma	Olivia.DiPalma@ingrammicro.com

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

August 10, 2015