



The Security Division of EMC

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## Vendor Program Overview

RSA, The Security Division of EMC, is the premier provider of security solutions for business acceleration, helping the world's leading organizations succeed by solving their most complex and sensitive security challenges. RSA's technology, business and industry solutions help organizations bring trust to millions of user identities, the activities that they perform and the data that is generated.

## Key Products

\*RSA SecurID®- two-factor authentication is based on something you know (a password or PIN) and something you have (an authenticator)—providing a much more reliable level of user authentication than reusable passwords.

- The only solution that automatically changes your password every 60 seconds
- 20-year history of outstanding performance and innovation

RSA offers enterprises a wide range of user authentication options to help positively identify users before they interact with mission-critical data and applications through:

- VPNs & WLANs
- E-mail
- Intranets & extranets
- Microsoft® Windows® desktops
- Web servers
- Other network resources

\* RSA enVision® - RSA enVision is a security information and event management (SIEM) platform, enabling security professionals to collect and analyze log and event data to identify high-priority security incidents as they occur. With enVision, your security-operations team has a solution for addressing network-security and compliance management challenges. Analytical software turns unstructured raw data into valuable business information, giving administrators actionable insights to help simplify compliance, optimize incident management, and secure virtual and physical networks. With real-time security-event alerts, monitoring, and drill-down forensic functionality, enVision security information and event management gives administrators visibility and understanding of how their network is used and the threats and risks to the infrastructure and applications, enabling more effective actions to mitigate those risks for the future. enVision provides an intuitive forensic tool for investigating potential threats and compliance challenges, providing business-critical visibility into specific behaviors by end users for effective remediation by your security and operations teams.

\*RSA Data Loss Prevention (DLP) Suite - helps organizations protect their most sensitive enterprise data – whether inside the data center, on the network or out at the endpoints. The DLP Suite identifies sensitive data at rest within the organization, detects sensitive data as it moves across the network and provides visibility into data activity at user workstations.

\*RSA Archer - The RSA Archer eGRC Platform supports business-level management of governance, risk, and compliance. As the foundation for all RSA Archer eGRC solutions, the platform allows you to adapt each product to your requirements, build your own applications, and integrate with other systems without

touching code. The RSA Archer eGRC Platform offers a point-and-click interface for tailoring solutions, building new applications, and integrating with external data sources. Non-technical users can automate business processes, streamline workflow, control user access, adapt the user interface, and deliver real-time reports without relying on IT to accomplish their goals.

\*RSA Authentication Manager Express (AMX) - RSA Authentication Manager Express provides multi-factor authentication optimized for small- and mid-sized organizations. The product enables you to provide secure information access to remote employees, partners, and clients/customers while assuring their identities. RSA Authentication Manager Express protects SSL VPNs and Web portals against unauthorized access. While users continue to use passwords, authentication occurs behind the scenes as the RSA Risk Engine analyzes a series of indicators to assure the identity of the user and requests additional proof of identity when required. This proven technology delivers authentication tailored to the security, cost, and convenience requirements of smaller organizations.

\*RSA NetWitness – NetWitness’ technologies provide precise and pervasive network visibility, enabling security teams to detect and remediate advanced threats while automating the incident investigation process. NetWitness offers a revolutionary network security monitoring and analysis platform that provides organizations with a complete and actionable understanding of activity happening on their enterprise networks. Leading organizations worldwide have deployed NetWitness solutions to solve a wide range of the most challenging information security problems including: insider threats, zero-day exploits and targeted malware, advanced persistent threats, fraud, espionage, data leakage, and continuous monitoring of critical security controls. NetWitness customers include enterprises across the Global 1000 in sectors such as financial services, power and energy, telecommunications, retail, and high-tech, as well as government agencies around the world in defense, homeland security, law enforcement, and intelligence.

## **Maintenance/Support**

RSA Maintenance consists of 24x7 phone support and software updates and upgrades. It is optional for new installs. Once a customer has entered RSA’s maintenance program co-terminated support must be maintained until the maintenance contract has expired. Affiliate Elite partners are eligible for Deal Registration renewals.

## **License downloads**

The RSA download central website is located at <https://download.rsasecurity.com> . If you have previously downloaded licenses, your user name and password will be the same. If you are having trouble downloading your licenses from RSA download central, please call the RSA Tech support line at 1-800-995-5095. Have your license number ready. Seed media is no longer able to be downloaded and is sent via physical shipment on a CD.

## **Authorization Requirements**

RSA Software requires sales authorization for RSA enVision®, RSA Data Loss Prevention (DLP) Suite, Archer, and NetWitness. RSA SecurID® does not require any sales authorization.

Affiliate and Affiliate Elite partners with RSA are eligible for deal registration.

## **Ordering Requirements**

RSA SecurID®’s minimum purchase is 10 users for a new install. All RSA purchases must be made in multiples of 5.

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

- End user Company name
- End user Company address

- End user contact name
- End user contact phone number
- End user contact e-mail
- Reseller contact name
- Reseller contact phone number
- Reseller contact e-mail
- Ingram Micro quote number
- License/Serial Number if the end user is a current RSA customer
- Order should say "New Install" if this is for a new RSA customer
- 3rd party freight account number if shipping overnight or 2nd day

## **Product Delivery**

RSA Security's normal processing time on orders for standard products is 5-7 business days. Token orders may have longer lead times depending on the product ordered. Licenses are delivered via email. All electronic items are delivered only to the end user as this is security software.

All physical items ship directly from RSA. Ingram Micro no longer carries RSA stock items.

## **Renewals**

Renewal orders that are placed after support has expired must be back-dated. After one year out, renewals will require a reinstatement fee.

## **Returns Overview**

RSA has a no returns policy (as stated on all of our SKU's). RSA will take returns on an exception basis only. There must be a valid reason for the return (wrong product or over ordering are not valid reasons). If your return is approved, please allow 6-8 weeks for RMA Auth#. All returns will have a 15% reprocessing fee applied.

When sending RMA requests please send your requests to- Attention: Terri Sorce

That email request needs the following information.

1. Reseller Address
2. End User Address
3. Qty, product that needs to be returned.
4. Reason for Return
5. Related PO number from reseller to Ingram.
6. Qty, part number of replacement order.

Please contact our licensing desk with any questions.

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