

## Partners Licensing Group | Renewal Services

The purpose of the Ingram Micro Partners Licensing Group Renewal Services desk is to assist our valued reseller partners in improving the software renewal rate of their end users. The desk will assist you by utilizing previous Ingram Micro sales orders and vendor portal information to determine which of your previous licensing orders are due for renewal. With that information Ingram Micro's Partners Renewals Services Desk will provide a renewal notification and/or a quote to you, the reseller, as an opportunity lead. This quote will offer you a full solution with regard to the renewal by including longer terms as up-sell opportunities as well as any possible migration paths for when you position them with your end customer. Our goal is to ensure that your company reaps the revenue benefits of your renewal business by proactively informing you on these opportunities and making the process as efficient as possible regardless of the size of the renewal.

[Partners-Renewals@IngramMicro.com](mailto:Partners-Renewals@IngramMicro.com)

Phone: 800-456-8000 ext. 76405  
Hours: Monday - Friday 8:30am - 5:30pm ET

### Specialty Renewals Desks



[trend-renewals@ingrammicro.com](mailto:trend-renewals@ingrammicro.com)



[mcafee-renewals@ingrammicro.com](mailto:mcafee-renewals@ingrammicro.com)

### Additional Manufacturers Supported:



Please continue to contact your dedicated vendor license desks for product and program information, pricing, orders and inquiries. Click2License may also be utilized in many cases as well.

Ingram Micro: 1-800-456-8000

**Adobe:** [adobe-licensing@ingrammicro.com](mailto:adobe-licensing@ingrammicro.com) ext. 76081  
**Attachmate:** [attachmate-licensing@ingrammicro.com](mailto:attachmate-licensing@ingrammicro.com) ext. 76071  
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**CA Recovery Management:** [ca-licensing@ingrammicro.com](mailto:ca-licensing@ingrammicro.com) ext. 76151 option #1  
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