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## Vendor Program Overview

Shavlik, a global leader in simplifying the complexity of IT management, is dedicated to significantly reducing the time-to-value for IT professionals from months to minutes. Shavlik's Protect, Patch for Microsoft System Center and Management Intelligence are some of its on-premise and cloud base solutions that enable customers to manage both physical and virtual machines, deploy software, discover assets, simplify configuration, control power usage and ensure endpoint security. By bringing the sophisticated capabilities enjoyed by large companies to organizations of all sizes and types, Shavlik is driving the democratization of IT..

## Key Products

**Shavlik Protect** - Shavlik Protect provides everything your organization needs for an effective patch management strategy, including OS, virtualization, and third-party application patching. Console, server or workstation.

- Patch easily across all environments
- Decrease risk; boost security and compliance
- Simplify and automate patch management to save time, effort, and cost

**Shavlik Patch** – Eliminate known vulnerabilities, keeps systems up-to-date, and always current. Shavlik Patch® for Microsoft System Center adds non-Microsoft third-party patch to Microsoft System Center Configuration Manager (SCCM) to maximize your investment in System Center and to reduce risks from unpatched third-party applications.

- Go beyond OS patching to reduce application security risks
- Maximize your Microsoft system center investment
- Significantly reduce IT effort and cost in deploying and managing application updates

## Maintenance/Support

Maintenance is required with all license purchases. Maintenance provides tech support and product updates. It is available as Production (24X7) or Basic (8X5 local time) levels. One and Three year versions are available.

## Ordering Requirements

Shavlik Software has a minimum purchase is 10 licenses for Shavlik protect and qty 100 for Shavlik Patch. To assure prompt processing of your ABC Software Purchase, please be sure to include the following information when placing your order with us:

1. Products and quantities to be ordered
2. Quote number
3. PO number
4. End-user agency/organization name (for a renewal- the name that holds the license key)
5. End-user shipping street address, city, state and zip code

6. End-user contact name - first and last name required
7. End-user contact phone number
8. End-user contact email address (email domain must match business name) / phone number
9. Serial key(s) of licenses being upgraded
10. Maintenance is mandatory for each license purchased, select Basic or Production level support and choose support for 1 or 3 years.
11. Payment method

### **Product Delivery**

Shavlik's Software's 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.

### **Renewals**

All renewals are sent through Shavlik renewals team first.

To ensure a timely delivery of your renewal quote requested, please be sure to provide all of the below information to us in your request:

Customer Name(s)

Point of Contact

License key(s)

Product and Quantity

Expiration Date

Providing all of the required information will allow us to put together an accurate renewal quote for the customer right away"

Shavlik will provide a quote within 24 hours.

### **Pricing Programs**

There are no pricing programs available unless you are working with a representative at Shavlik directly and they have approved special pricing.

### **Important Notes**

Add on licenses are considered net new licenses

### **Returns Overview**

Returns are reviewed on a case by case basis and need to be approved by Shavlik prior to processing.

Please contact our licensing desk with any questions.

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