



1-800-456-8000 x67181

Opt. 3 (quotes, general info), Opt. 2 (to order)

Symantec-Licensing@IngramMicro.com

Desk hours - 8:30-8:00 Eastern

www.symantec.com

Vendor Program Overview

Symantec is a market leader in security and availability products at all levels from Small Business to Enterprise solutions. Volume licensing provides volume discounts and simple access to electronic product licenses.

About the Ingram Micro Symantec Team

There are 25+ Ingram Micro associates dedicated only to Symantec business needs. We are a high performance, highly experienced group that can handle any of your needs, from small renewals to million dollar multi-year deals. In addition, with the use of Ingram Micro's Click2License tool <http://click2license.ingrammicro.com> not only can you place multi-vendor orders via ingrammicro.com but you can manage your end user renewal opportunities. All licensing orders placed at Ingram Micro can be tracked via Click2License for renewal opportunities leading to increased revenues.

Key Products

Endpoint Protection Symantec AntiVirus, Anti Malware, Client Firewall with advanced threat prevention to deliver unmatched defense against malware for laptops, desktops and servers. It seamlessly integrates essential security technologies in a single agent and management console, increasing protection.

Protection Suites AntiVirus suite for a protected endpoint, messaging, and web environments which is secure against today's complex malware, data loss and spam threats, and is quickly recoverable in the event of failure. Reduce the cost of securing your environment using a single-sign on web console and more effectively manage the inherent risks of today's IT infrastructures

Backup Exec Complete data protection solution that provides continuous disk-to-disk-to-tape backup and recovery for physical and virtual systems as well as advanced deduplication and disaster recovery technologies.

System Recovery A simple, cost-effective backup and recovery solution for small businesses that helps minimize downtime and avoid disaster by easily recovering individual data files/folders or complete Windows systems in minutes – not hours or days – even to different hardware, virtual environments, or remote locations.

PGP & Endpoint Encryption

A full range of encryption options for internal disk drive of desktops and servers, removable drive, email, mobile email, custom encryption and more. Central management capability available.

NetBackup An enterprise level heterogeneous backup and recovery suite. It provides cross-platform backup functionality to a wide variety of Windows, UNIX and Linux operating systems. Email Symantec-Enterprise@IngramMicro.com for details on quoting requirements.

Data Loss Prevention - Delivers a unified solution to discover, monitor, and protect confidential data wherever it is stored or used. Symantec offers comprehensive coverage of confidential data across endpoint, network and storage systems. By measurably reducing risk, you have renewed confidence to demonstrate compliance while protecting customers, brand, and intellectual property.

Endpoint Management (Altiris) – Multi-faceted service-oriented management software which allows organizations to manage a multitude of IT assets.

Maintenance/Support

Symantec's maintenance is a combination of 24x7 technical support and upgrade protection. Most products include maintenance, others have separate skus that must be purchased to start a maintenance contract. As of September 2012, basic 12x5 support is no longer available.

Media

All media is available via free download at <https://fileconnect.symantec.com/>
For some products, optional physical media is available for purchase if needed

Authorization Requirements (updated 11/2014)

11/2014: Symantec removed all former reseller authorization requirements for the below products:

- .NetBackup Family (including hardware appliances)
- Storage Foundation & HA family
- Enterprise Vault for Archiving & Discovery
- Endpoint Management (Altiris): Client Management Suite, Deployment Solution, Servicedesk, etc.
- Data Loss Prevention

All resellers are now eligible to purchase these products however Symantec has introduced their new "competency" based model. Product specializations may be achieved in various product families by way of trainings which will entitle resellers to extra pricing discounts such as deal registrations

For more information on the new Symantec reseller competencies please contact the Symantec Reseller Hotline at 888-780-7962 or email CIS@symantec.com

Ordering Requirements

Symantec minimum purchase for most desktop based products is 1 for Corporate and 5 (GOV and ACAD only) and 1 license for Server/Availability products. To assure prompt processing of your Symantec Purchase Order, please be sure to include the following information when placing your order with us:

- Purchase Order number
- End-user agency/organization name
- End-user shipping street address, city, state and zip code (No PO Boxes)
- End-user contact name - first and last name required
- End-user contact phone number
- Email address for license delivery
- Proof of Purchase (POP) for renewal orders

Product Delivery

Symantec's normal processing time on most orders averages 2-3 business days. Licenses can be delivered to reseller or end user email or both if needed. End user information (address, contact person, phone) still required even if license delivered to reseller email. Hardcopy media for many products is delivered to the end user via Ingram Micro's Warehouses, allowing for multiple shipping options. Hardware appliances ship directly from Symantec and have a longer turnaround of 1 to 3 weeks depending on availability and backorder.

Renewals

The renewal grace period is 30 days. All orders expired longer than 30 days must have late renewal approval or upgrade skus. Renewal and upgrade orders require *mandatory* Proof of Purchase (POP) information.

If proof of purchase is missing or invalid our team will put order on hold and may contact you to obtain that information before we are able to submit the order to Symantec.

Examples of valid POP:

- Previous License certificate#
- Previous Symantec sales order #
- Renewal ID# (sent by Symantec periodically as a renewal reminder)
- Symantec IB Reference# (found on Symantec IBR aka Install Base Report)

Pricing Programs

SYMANTEC EXPRESS LICENSING PROGRAM

Transactional program based on number of units purchased on individual order

Band A (BA): 1-24 users

Band B (BB): 25-49 users

Band C (BC): 50-99 users

Band D (BD): 100-249 users

Band E (BE): 250-499 users

Band F (BF): 500+ users

Band S (BS): Server band, 1+ users (no quantity breaks on Band S products)

SYMANTEC ACADEMIC LICENSING PROGRAM

-Transactional program based on number of units purchased on individual order

Band A (BA): 5-249 users

Band H (BH): 250+ users

Band S (BS): Server band, 1+ users (no quantity breaks on Band S products)

SYMANTEC GOVERNMENT LICENSING PROGRAM

-Transactional program based on number of units purchased on individual order

Band A (BA): 5-249 users

Band H (BH): 250+ users

Band S (BS): Server band, 1+ users (no quantity breaks on Band S products)

SYMANTEC REWARDS LICENSING PROGRAM

Cumulative program based on number of points accrued by end user

Band A (BA): 2,000-11,999 points

Band B (BB): 12,000-19,999 points

Band C (BC): 20,000-49,999 points

Band D (BD): 50,000-99,999 points

Band E (BE): 100,000+ points

**Existing Rewards customers must provide valid Rewards Symantec Agreement Number (SAN) at time of purchase. New Rewards customers can register at <https://mysymantec.symantec.com/>

ADDITIONAL VENDOR RESOURCES:

Website: www.symantec.com

Symantec Reseller Hotline: 888-780-7962 or cis@symantec.com

Symantec Customer Care: 800-721-3934 or 800-327-2232

Symantec Pre-Sales Support: 800-927-4017

Symantec Post-Sales Support: 800-342-0652

Symantec Product Guide: <http://www.symantec.com/business/products/allproducts.jsp>

Symantec Partnetnet: <https://partnetnet.symantec.com>

Symantec License Portal (Registration/Activation): <http://licensing.symantec.com>

Symantec Media Downloads: <http://fileconnect.symantec.com>

Symantec Software Returns

Returns involving order errors (incorrect quantity ordered, wrong product shipped, incorrect part number, wrong platform ordered, etc.) will be considered if request is submitted within Symantec's return policy.

Net Deficit is the difference between the order being returned and the replacement. Requests less than \$5,000 net deficit will be processed at Distribution without needing exception approval from Symantec.

Requests submitted over \$5,000 net deficit will need exception approval from the appropriate Symantec Rep. If a reseller needs eSTA preapproval they can email cis@symantec.com to pursue.

Partial line returns are not permitted, the full line qty needs to be returned.

To request a return, please contact symantec-licsRMA2@ingrammicro.com with the completed [RAR form \[Download Link\]](#) (Excel format)

The general turnaround time for an RMA request is 3-5 business days.

Please contact our licensing desk with any questions.

Mar 4, 2015