



1-800-456-8000 x67181

symantec-licensing@ingrammicro.com

Desk hours - 8:30-8:00 Eastern

Market Development –

Ron Surdej x67629

Mike Seifert x67623

<http://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

The Symantec licensing team are all certified sales experts so you can feel confident knowing that we will give you the right solution for your customer. By keeping the team specialized in a specific vendor, you can bet that the Ingram Micro Symantec Licensing team of 50 dedicated reps will have the right answer for you. In addition, with the use of Ingram Micro's Click2License tool, 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 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 Suite Enterprise Edition – AntiVirus suite for a protected endpoint, messaging, and Web environment that 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 2010 – A data protection solution that provides continuous disk-to-disk-to-tape backup and recovery. Continuous protection is now available for Microsoft Exchange and SQL Server in addition to file servers and workstations, eliminating daily backups and providing point-in-time recovery.

Backup Exec 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.

NetBackup - An enterprise level heterogeneous backup and recovery suite. It provides cross-platform backup functionality to a large variety of Windows, UNIX and Linux operating systems. **(Authorization Required)**

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. **(Authorization Required)**

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

Maintenance/Support

Maintenance is available with all license purchases. Maintenance provides tech support and product upgrades. It is available as Essential (24X7) or Basic (8X5 local time) levels. Maintenance can be purchased up to three years with a new license purchase or renewal.

Media

Hard copy media is available for purchase with all new license purchases. It is also available via free download at <https://fileconnect.symantec.com/>

Authorization Requirements

Certain Symantec product families require authorization for purchase. These include:

- Altiris
- Data Loss Prevention
- NetBackup
- Storage Foundation
- Enterprise Vault

For more information on the authorization process for these products, please contact the Symantec Reseller Hotline at 888-780-7962 or email cis@symantec.com

Ordering Requirements

Symantec minimum purchase is 5 licenses for Security products and 1 license for 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:

- PO number
- End-user agency/organization name
- End-user shipping street address, city, state and zip code
- End-user contact name - first and last name required
- End-user contact phone number
- End-user contact email address
- Proof of Purchase (POP) for renewal orders

Product Delivery

Symantec's normal processing time on orders is 2-3 business days. Licenses are delivered via email to the reseller as well as end user. Hardcopy media is delivered to the end user via Ingram Micro's Warehouses, allowing for multiple shipping options.

Renewals

Renewals must be purchase within 90 days of the renewal date of the license. Beyond 90 days from renewal date, upgrade licenses must be purchased to use the software. Renewal orders require Proof of Purchase (POP) information. Examples of valid POP are a Symantec Renewal ID or a Certificate Number.

Pricing Programs

SYMANTEC EXPRESS LICENSING PROGRAM

Transactional program based on number of units purchased on individual order

Band A (BA): 5-24 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): 6,000-11,999 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/>

Important Notes

Symantec does not support downgrades.

For Co-Term's and Special Pricing Requests, please contact Symantec directly at 888-780-7962 or email cis@symantec.com

Be sure to sign up for Symantec's PartnerNet site for access to NFR's, datasheets and exclusive sales tools. To register for Symantec PartnerNet, please visit <https://partnernet.symantec.com>