Vendor Program Overview

Total Defense is a global leader in malware detection and anti-crimeware solutions. Over 50,000 businesses across a wide spectrum of industries have deployed the Company's solutions, including some of the most sophisticated buyers of security technology worldwide, and over four million consumers worldwide use Total Defense's products.

The Company's solutions include anti-malware, anti-virus, parental controls, intrusion prevention, mobile security, online back-up and PC optimization. Total Defense is a former business of CA Technologies, one of the largest software companies in the world, and has operations in New York, California, Europe and Asia.

Key Products

Security Products
Antivirus
Threat Manager
Total Defense for Endpoint
Total Defense for Endpoint Premium Edition
Total Defense for Endpoint and Gateway
Gateway Security

Maintenance/Support

Enterprise (24X7) maintenance is required with all license purchases. Maintenance provides tech support and product updates. One and Three year versions are available.

Media

Media is available via download.

Authorization Requirements

There are no Authorization Requirements to purchase the Total Defense licensing products distributed through Ingram Micro.

Ordering Requirements

Please be sure to provide the following information when placing a Total Defense Licensing order:

1.   PO number
2.   End-user agency/organization name
3.   End-user contact name - first and last name required

4. End-user contact phone number
5. End-user contact email address (email domain must match business name)
6. End-user physical address
7. Note who is to receive the license certificate- the reseller or end user
8. Clearly state the skus needed, along with the pricing, and quantities needed for each line item
9. If an Ingram quote has been provided, it helps if you provide that quote number
10. Vendor order number from order being renewed if available-allows vendor to sync licenses

Product Delivery
Total Defense's normal processing time on orders is 2-3 business days. Licenses are delivered via email.

Renewals
Renewals must be purchased within 60 days of the renewal date of the license. Upgrade licenses must be purchased if beyond the 60 day renewal period.

Pricing Programs
Total Defense Open License Program (OLP) is an easy-to-use, cost-effective purchasing program designed to meet the needs of businesses of all sizes. It reduces the costs associated with acquiring, implementing and maintaining Total Defense software.

Total Defense Government License Program (GLP) offers government agencies, academic institutions and non-profit organizations substantial discounts, without the obligation of making volume purchases. GLP's streamlined process offers the quickest, easiest way to purchase licensing for large environments by reducing paperwork and administrative headaches associated with box product purchases. Furthermore, with no minimum purchase requirements, cost of software ownership is reduced and redundancy is avoided.