



1-800-456-8000 x76234

[tippingpoint-licensing@ingrammicro.com](mailto:tippingpoint-licensing@ingrammicro.com)

Desk hours - 8:30-8:00 Eastern

Market Development – Lynn Ernst

1-800-456-8000 x67283

[www.tippingpoint.com](http://www.tippingpoint.com)

## **TippingPoint Program Overview**

TippingPoint leads the advancement of network security with a modern network security platform and IPS that is purpose-built to protect today's next-generation data center. Volume licensing provides volume discounts and simple access to electronic product licenses.

## **Key Products**

Intrusion Prevention Systems – network security device that monitors network and/or system activities for malicious or unwanted behavior and can react, in real-time, to block or prevent those activities.

## **Maintenance/Support**

Maintenance is required with all product purchases. Maintenance provides 24x7 tech support, product updates, and next business day hardware replacement .

## **Authorization Requirements**

TippingPoint restricts the sale of product to TippingPoint Partners only. TippingPoint has different levels of authorization. The different levels reflect different registered deal discounts. TippingPoint has a one-time authorization program.

*Authorized Partners* complete basic sales and technical accreditation, have experience providing complementary security services, and can show demonstrated success in their market.

*Premier Partners* complete broader and more advanced sales and technical requirements and consistently meet pre-defined revenue goals.

*Elite Partners* make commitments to additional technical and sales enablement, perform against the highest revenue goals and view TippingPoint as a strategic component of their business.

## **Ordering Requirements**

- INGRAM ACCOUNT#
- RESELLER PO#
- SHIP TO LOCATION
- ANY SPECIAL TERMS LIKE WIRE TRANSFER OR CREDIT CARD
- END USER COMPANY NAME
- END USER PO#
- END USER ADDRESS
- DEAL REG # OR SPECIAL PRICING YOU RECEIVED FROM YOUR TP REP
- ALL HARDWARE ORDERS NEED TO HAVE MAINTENCE ON THE ORDERS
- FOR EXPEDITED SHIPMENTS INCLUDE METHOD AND FREIGHT ACCOUNT # TO BILL 3<sup>RD</sup> PARTY.

### **TURNAROUND TIMES**

When you place an order with special pricing or deal registered pricing, even though this is approved with TP, they have to write an SPQ in their system and have it be approved. This process can take 24-36 hours or longer in some instances. Once this is completed, Ingram will load the pricing in our system and place your order, we will send you a confirmation email at this point. Typically your order will ship from TP within 2 business days and then consider transit time to the destination. The appliances physically ship from TippingPoint and there is no email confirmation from TippingPoint on the maintenance portion. Renewals take up to 14 business days to process on TippingPoint's end. They will not shut off service during this period.

### **Pricing Programs**

Government/Education: TippingPoint offers maintenance at a discounted cost to government, education, and medical institutes. This service is called "GEM" service.