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## VMware Program Overview

As the industry-leading virtualization software company, VMware empowers organizations to innovate and thrive by streamlining IT operations. By virtualizing infrastructure—from the data center to the cloud to mobile devices—VMware enables IT to deliver services from any device, anytime, anywhere.

## VMware Products – We don't just sell vSphere!!

vSphere 6 - offers the world's leading virtualization platform for building cloud infrastructures.

vSphere with Operations Management - offers the world's leading virtualization platform with insight to IT capacity and performance.

vCenter Site Recovery Manager (SRM) - is a disaster recovery offering that provides automated orchestration and non-disruptive testing for virtualized applications.

vCloud Suite - lets you build and run a vSphere-based private cloud that delivers cloud service provider economics at scale, application provisioning in minutes, and automated operations management.

vCenter Server - provides a centralized platform for managing your VMware vSphere® environments. Automate and deliver a virtual infrastructure with confidence.

Horizon Suites - the platform for workforce mobility connects end users to their data and applications on any device without sacrificing IT security and control.

### Horizon Suite Components

Horizon View - is a virtual desktop infrastructure solution that simplifies desktop management and provides users with what they need, when they need it.

Horizon Mirage - provides centralized image management for Windows desktops with enhanced levels of control, zero-touch maintenance and backup.

Horizon Workspace - provides an easy way to access apps and files on any device, while enabling IT to centrally deliver, manage and secure these assets.

Workstation - is recognized for its broad operating system support, rich user experience, a comprehensive feature set and high performance. It is designed for professionals that rely on virtual machines to get their job done.

Fusion Professional - is designed for IT professionals who want to allow corporate users to run Windows programs on Macs, and for users who are looking for advanced functionalities to run Windows virtual machines.

vRealize Operations Manager - is the key component of the vCenter Operations Management Suite. It provides comprehensive visibility and insights into the performance, capacity and health of your infrastructure.

vRealize Operations Management Suite - provides automated operations management using patented analytics and an integrated approach to performance, capacity and configuration management.

vRealize Configuration Manager - automates configuration and compliance management across your virtual, physical and cloud environments, assessing them for operational and security compliance.

vRealize Log Insight - delivers automated log management through aggregation, analytics and search, enabling operational intelligence and enterprise-wide visibility in dynamic hybrid cloud environments.

vCloud Director - provisions software-defined data center services as virtual data centers that provide virtualized compute, networking, storage and security.

vCloud Automation Center - enables the agility your business needs with the control IT requires through a flexible solution for automating the delivery of IT services.

vRealize Business Management Suite - provides transparency into the cost, quality and value of IT services and cloud environments to enable fact-based sourcing decisions.

## Maintenance/Support

Maintenance is required with all license purchases except Workstation and Fusion. Maintenance provides tech support and product updates. It is available as production (24X7) or basic (12X5 - local time) levels. Both levels have a 1 or 3 year option.

## Media

Media is provided free for all new licenses purchases. It is downloadable in link provided in email confirmations.

## Authorization Requirements

VMware restricts the sale of product to VMware Partners only. VMware has different levels of authorization. This affects the products that can be purchased based off a reseller's authorization level.

Registered Partner's: This level is able to purchase: Workstation, Fusion, Essentials, Essentials Plus, Services and Renewals **ONLY**. To purchase, the reseller must have a VMware partner ID. If you need a partner ID, please see the below section on how to obtain.

Professional: This level of authorization is able to purchase all VMware products. Deal Registration is available to this level but do not receive any additional discounts. This level cannot utilize the VPP program. You must be at least the professional level and have the Academic Specialization to purchase ACAD part numbers.

Enterprise: This level can purchase any VMware product. Deal Registration is available and offers an additional 10% off licenses to configurations that meet the required qualifications (\$6K MSRP in licenses). This level can also utilize the VMware VPP Program.

Premier: This level can purchase any VMware product. Deal Registration is available and offers an additional 10% off licenses to configurations that meet the required qualifications. This level can also utilize the VMware VPP Program.

## VMware Volume Purchasing Program (VPP)

The accumulative VMware Volume Purchasing Program (VPP) is designed to reward end-users when purchasing VMware products in volume. VPP provides incremental, tier-based discounts when end-users place qualifying purchases through eligible VMware Partners

### Discount Levels:

Level	Points	Discount
1	250 – 599	4%
2	600 - 999	6%
3	1,000 – 1,749	9%
4	1,750 +	12%

## VMware Partner ID Policy

VMware requires Ingram Micro to submit all orders with the reseller's VMware partner ID number. If you do not have a VMware partner ID and an order is submitted to our desk, the purchase order cannot be processed until you obtain a VMware partner ID number.

### To obtain a Partner ID:

Visit the following link: <http://www.vmware.com/partners/solution-provider.html>

Click on "Apply"

Fill out the form and submit it to obtain a partner ID.

## My VMware

My VMware is a tool that simplifies and streamlines how Resellers manage their customer's license keys and support agreements. As of Monday, April 16<sup>th</sup> 2012, Entitlement Account Numbers (EA Numbers) will be a VMware requirement for all quotes and orders. For more information, please visit the link below.

[http://www.vmware.com/my\\_vmware\\_partners/overview.html](http://www.vmware.com/my_vmware_partners/overview.html)

## Ordering Requirements

To assure prompt processing of your VMware Purchase, please be sure to include the following information when placing your order with us:

1. Ingram Account number
2. VMware Reseller Partner ID number
3. PO number
4. End-user agency/organization name
5. End-user shipping street address, city, state and zip code
6. End-user EA number
7. End-user contact name - first and last name required
8. End-user contact phone number
9. End-user contact email address (email domain must match business name)
10. Serial key(s) of licenses being upgraded
11. Support and Subscription is mandatory for each license (optional for VMware Workstation & Fusion products) purchased, select Basic or Production level support.
12. Ingram quote number or special pricing number

## Product Delivery

VMware's normal processing time on orders is 1-2 business days. Licenses are delivered via email. The delivery must go directly to the end user; however, resellers are copied on the license delivery.

VMware's normal processing time on renewal orders is 2-3 business days. Renewal confirmation is delivered via email to end-user only.

## License upgrades

Serial key(s) of existing licenses are required for ALL VMware license upgrade orders.

## Renewals

Renewals must be purchased before support expires. VMware does not have a grace period. Once support has expired, VMware requires an end-user to backdate and will be charged a 20% reinstatement fee.

To obtain a renewal quote, please email us at [VMware-Renewals@IngramMicro.com](mailto:VMware-Renewals@IngramMicro.com) with the below form filled out and we will be happy to request it on your behalf.

### Renewal Request Form:

\*Please note that VMware's current turn around on these renewal requests are about 1-2 business days.

End-user EA number:

Contract Number:

End-user business name:

End-user ship to address:

End-user contact name:

End-user phone number:

End-user email address:

Quote Duration (1, 2 or 3 year):

co-term date (if needed):

Support level (Production 24x7 or basic 12x5):

## **VMware Academic Licensing Program**

*VMware provides Academic pricing under the following guidelines:*

1. A student or employee of an Educational Institution that has an .edu email address can be considered for VMware academic pricing.

If .edu is lacking from the email domain, the Institutions name should be clearly recognizable as academic or the name itself should be included in the email domain or some other recognizable abbreviation denoting the education affiliation (IE: sjusd.k12.ca.us) or a copy of a student ID should be presented at the time of purchase.

Training Centers that operate as a business for profit as well as individual students, teachers, lecturers, researchers or tutors affiliated with that training center are not eligible for academic pricing.

2. The use of the licenses must be for classroom purposes and education.

To summarize, VMware's academic pricing policy is geared for academic environments exclusively. Governmental or state agencies that are in the education field do not qualify for this pricing.

## **VMware Non-Profit Licensing Program**

Definition and Requirements of a Non-Profit Entity for Eligibility to Participate in the VMware Academic Buying Program

*The following U.S. Non-Profits under U.S. Tax Code 501(c) are eligible to participate in the VMware Academic Buying Program.*

• **Non-Profits are defined under U.S. Tax Code 501(c)(3)** as an organization which is organized and operated exclusively for one of the following purposes:

- Religious
- Charitable
- Scientific
- Literary
- Educational
- In the prevention of cruelty to children or animals
- In the testing for public safety
- Fostering national or international amateur sports competition

• **Non-Profits under U.S. Tax Code 501(d)** Religious or Apostolic Organizations

• **Non-Profits under U.S. Tax Code 501(e)** Cooperative Health Services provided to Hospitals

• **Non-Profits under U.S. Tax Code 501(f)** Cooperative Service Organizations of Operating Educational Organizations providing cooperative investment services for Educational Organizations

• **Non-Profits under U.S. Tax Code 501(k)** Child Care Organizations which supply child care to children with working parents

• **Non-Profits under U.S. Tax Code 501(n)** Charitable Risk Pools which pools insurance risks of 501(c) (3) Organizations

**U.S. Non-Profit Institutions who file under U.S. Tax Code 509(a)** such as Publicly-Supported Charities, and Exempt Purpose Activity-Supported Charities may also qualify. U.S. Tax Code 509(a) Organizations are defined as:

- Organizations organized and at times thereafter operated exclusively for the benefit of, to perform the functions of, or, to carry out the purposes of one or more specified Organization.
- Organizations operated, supervised or controlled by or in connection with one or more Organizations

- Organization not under the control directly or indirectly by disqualified persons or organizations other than foundation managers or by one or more Organizations.

#### **U.S. Organizations NOT eligible to participate in the VMware Academic Buying Program:**

- **U.S. Tax Code 501(c) 1** Non-Profits as defined as Corporate Organization under Acts of Congress, or as Instrumentalities or the United States.
- **U.S. Tax Code 501(c) 2** Non-Profits as defined as Title Holding Corporations for Exempt Organizations, or those who hold title to property owned by Exempt Organizations.
- **Organizations filed under 501(c) (4 through 27)**. This includes:
  - Teachers' Retirement Fund Associations
  - Domestic Fraternal Societies and Associations
  - Fraternal Beneficiary Societies and Associations
  - Social and Recreation Clubs
  - Business Leagues, Chambers of Commerce, Real Estate Boards, etc.
  - Labor, Agricultural, and Horticultural Organizations
  - Civic Leagues, Social Welfare Organizations, and Local Associations of Employees
  - Political organizations
  - Labor or fraternal organizations
- **Other Organizations NOT eligible:**
  - Organizations that are an integral part of local government or have governmental powers
  - Hospitals not wholly owned by a University
  - Health Management organizations (HM)
  - Preferred Provider organization (PPO)
  - Non-profits that are not charitable organizations or act as non-profit lobbying groups
  - Private Foundations
  - Academic facilities that qualify for Academic status.

#### **VMware Return Policy**

*For a more detailed policy – please see the RMA guidelines documents*

- A.) Orders requested for RMA must be made within 45 days of invoice
- B.) Partial returns are NOT allowed
- C.) Returns will be considered only for the following reasons:
  - a. Internal VMware quoting error
  - b. Internal VMware order management error
  - c. Error made on purchase order
- D.) RMA's must be accompanied by a new order of equal or greater value
  - a. Only orders with an equal or greater replacement value for the same end-user will be accepted, unless the reason for the RMA is an error made on purchase order.
  - b. The end-user on the replacement order must match the end-user on the Credit Request Form.
- E.) The replacement PO number or SO number must be presented to VMware with the Credit Request Form
- F.) VMware requires the end-user sign a Software Destruction Agreement (SDA) document, which **MUST** be returned within 10 calendar days from date of issue by VMware for your RMA to be approved.
- G.) Return requests over 45 days will be denied. No exceptions granted.

#### **To request a return, please contact us via email with the following information:**

- Your Ingram account number
- Your PO #
- Ingram Order number
- SKU (s) of product to be returned

Quantity (please note—the entire quantity must be requested for return-no partials)  
Reason for Return  
Replacement PO number

Please contact the licensing desk with any questions

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