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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.

### Key Products – We sell more than vSphere!

- **vSphere** – 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.
- **vSphere Storage Appliance** – is a software-based shared storage solution that enables high availability and automation in vSphere without shared storage hardware.
- **vSphere Data Protection Advanced** – provides proven, efficient and easy-to-use backup and recovery for virtual machines and mission-critical applications.
- **vCenter Server** – provides a centralized platform for managing your VMware vSphere environments. Automate and deliver a virtual infrastructure with confidence.
- **vCenter Operations Manager** – the key component of the vCenter Operations Management Suite. It provides comprehensive visibility and insights into the performance, capacity and health of your infrastructure.

- **vCenter Operations Management Suite** – provides automated operations management using patented analytics and an integrated approach to performance, capacity and configuration management.
- **vCenter Configuration Manager** – automates configuration and compliance management across your virtual, physical and cloud environments, assessing them for operational and security compliance.
- **vCenter Site Recovery Manager** – is a disaster recovery offering that provides automated orchestration and non-disruptive testing for virtualized applications.
- **vCenter Log Insight** – delivers automated log management through aggregation, analytics and search, enabling operational intelligence and enterprise-wide visibility in dynamic hybrid cloud environments.
- **Virtual SAN** – radically simple hypervisor-converged storage. Virtual SAN introduces a new high performance storage tier optimized for virtual environments that is simple, resilient and efficient and reduces the total cost of ownership.
- **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.
- **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.
- **Horizon 6 (with View)** – delivers virtualized and remoted desktops and applications through a single platform and supports end users with access to all of their Windows and online resources through one unified workspace.
- **Horizon DaaS** - built on vCloud Hybrid Service, simplifies the delivery of Windows desktops and applications as a cloud service, to any device, anywhere, with predictable costs.
- **Mirage** – provides unified image management for physical desktops, virtual desktops and BYOD.
- **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** – 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.
- **IT 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 technical support and product updates. There are two versions available: Basic (12x5 Pacific) and Production (24x7). Both levels have a 1 or 3 year option.

## Media

Customers receive their purchase electronically. Software is available to download at the following link: <https://my.vmware.com/web/vmware/downloads>. Media Kit can be purchase for \$150.00 MSRP.

## Authorization Requirements

VMware requires your company to be at least a Professional Partner *with* Federal Specialization to obtain a quote. In order to obtain Professional level status, your company will need to complete both the VSP Certification and the VTSP Certification and pay a \$250.00 program fee yearly. This must be completed before we are able to provide any pricing.

### **VMware's U.S. Federal Specialization Requirements are:**

Please complete the following steps to become authorized to resell VMware in the federal market:

- Log in to Partner Central
  - <http://www.vmware.com/partners/partners.html>
- Two (2) employees at your company need to complete the US Federal Specialization training and test with score of 80% or higher:
  - Click "Partner University" Tab
  - Hover over Partner organization – choose "Specializations"
  - Choose & enroll in the "US Federal Specialization"

*\*\*Allow 24 hours for your test completion to be registered by the Partner Central portal before completing the enrollment form.*
- Complete the Federal Specialization enrollment form, to access the form:
  - Click "Program Forms" tab
  - Complete the "US Federal Specialization Enrollment" form

Allow 1-2 business days for your enrollment to be processed. If you have any questions in regards to these program requirements, please reach out to VMware directly at [partnernetwork@vmware.com](mailto:partnernetwork@vmware.com).

## 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 16th 2012, Entitlement Account Numbers (EA Numbers) will be a VMware requirement for all quotes and orders. For more information, please visit

[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. Ingram quote number or special pricing number

2. Product(s) and quantity(ies) to be ordered
  - a. Serial key(s) if licenses are being upgraded
3. Desired Support Level: Basic or Production
  - a. Support and Subscription is mandatory for each license, except for Workstation & Fusion products
4. End-user agency/organization name
5. End-user shipping street address, city, state and zip code
6. End-user VMware Entitlement Account (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. Reseller email address you would like copied on the licenses

## **Product Delivery**

### *New License Orders:*

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 delivery.

### *Renewal Orders:*

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

- Ingram Account Number
- VMware Reseller Partner ID Number
- End-user Entitlement Account (EA) Number
- Contract Number and/or Instance Numbers
- End-user Agency/Organization 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: Basic 12x5 or Production 24x7

## **Return Policy**

1. Orders requested for RMA must be made within 45 days of invoice
2. Partial returns are NOT allowed
3. 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
4. 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 original order.
5. The replacement PO number must be presented to VMware at time of request for RMA.
6. 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.

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

- Your Ingram Account Number
- Your PO Number
- Ingram Order Number
- SKU(s) of product to be returned
- Quantity (please note – the entire quantity must be returned – no partials are accepted)
- Reason for Return
- Replacement PO Number

Please contact the appropriate licensing desk with any questions.

*Updated 1/20/2015*