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## **Vendor Program Overview**

Veeam Backup & Replication provides reliable backup and replication for Hyper-V and VMWare environments of any size. It also offers many fast and flexible recovery options, including entire Hyper-V and VMWare virtual machines (VMs) or individual files and application items.

## **Key Products**

Backup and Replication

Essentials

Availability Suite

## **Maintenance/Support**

Maintenance is included with all license purchases. Maintenance provides tech support and product updates. It is available as premium (24X7) or standard (12X5 local time) levels. One, Two and Three year versions are available.

## **Authorization Requirements**

Veeam restricts the sale of product to registered Veeam Partners only. Veeam has different levels of authorization.

To purchase, the reseller must have an Veeam pro partner ID. If you need a partner ID, please contact [veeammd@ingrammicro.com](mailto:veeammd@ingrammicro.com) for details.

## **Ordering Requirements**

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

1. PO number
2. End-user agency/organization name
3. End-user shipping street address, city, state and zip code
4. End-user contact name - first and last name required
5. End-user contact phone number
6. End-user contact email address (email domain must match business name)

## **Product Delivery**

Veeam Software's normal processing time on orders is 1-2 business days. Licenses are delivered via email.

## **Returns Overview**

Veeam has a strict no returns policy when it comes to their software.

Please contact our licensing desk with any questions.

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