



1-800-456-8000 x76736

Webtrends-Licensing@Ingrammicro.com

Desk hours - 8:30-8:00 Eastern

www.webtrends.com

Vendor Program Overview

Webtrends is the leader in enterprise-class web analytics and marketing performance management solutions for marketing professionals worldwide.

Key Products

Webtrends Analytics 8, Each version ranges in page views from 1 million page views into the billions (except Advanced marketing and Commerce which begin at “up to 10 million). Requests for 250 million and above, including renewals, refer direct to Webtrends for approval.

Standard Package – Basic requirements, functionality and reporting functions. 100 essential analytics reports. Uses: intranets, companies that do not require extensive functionality.

Marketing Package - Additional 45 reports. Geographical distributions, marketing searches. Targets: online marketing managers, those requiring expanded functionality

Advanced Marketing Package - Custom reporting. Targets: power business users, a lot of online marketing, those with unique marketing or reporting needs. (Renewal Only)

Commerce Package - 35 additional merchandising and product reports. For on-line retail and transactional web sites. (Renewal Only)

Add-ons – purchased separately for increased functionality:
Smartview, marketing reports, commerce reports, custom reporting, advanced smartview

Page View Add-ons - Additional page views can be purchased for all packages. The price for the add-on is the same no matter how many page views the end-user currently has.

Maintenance/Support

Essential Care Maintenance valid for 1 year, free upgrades for 1 year, and tech support 8:00am – 6:00pm Mon – Fri, with 4 name contacts.

Media

Media is downloadable via fulfillment email.

Authorization Requirements

All Webtrends products are ordered from the licensing desk. Webtrends-licensing@ingrammicro.com

All Webtrends product is open, authorization is not required.

Ordering Requirements

Webtrends Licensing Program is a transactional program

All Products require a maintenance package

For all renewal and add-on quote get the end user company name and address and forward it over to Webtrends so they can verify the account

1. Ingram Quote Number
2. PO number
3. End-user agency/organization name
4. End-user shipping street address, city, state and zip code
5. End-user contact name - first and last name required
6. End-user contact phone number
7. End-user contact email address (email domain must match business name)
8. All PO's to Webtrends require the renewal date or the date for a new license (date of purchase for one year).
9. Maintenance is mandatory for each license.

Product Delivery

Webtrends delivers their licenses through email, and needs 2-3 business days to process their order

Renewals

Renewals must be custom quoted by Webtrends. Once they provide Ingram with a quote, we will provide the reseller pricing. Beyond 90 days from renewal date, get current/new licenses must be purchased to use the software.

Pricing Programs

Webtrends software licensing pricing is currently driven by page views (PV) and package.

Million Page View Tiers

5,000,000
10,000,000
20,000,000
30,000,000
50,000,000
100,000,000
200,000,000
300,000,000
500,000,000

Important Notes

Webtrends has a month end order cut off at 6pm eastern the weekday before calendar month end. Please have your orders in at least 4 hours prior to this cut off to ensure processing.

Webtrends offers product training. Please visit their site for details <http://www.webtrends.com/education>