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Desk hours - 8:30-6:30 Eastern

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www.Acronis.com

## Vendor Program Overview

Acronis is a leading provider of easy-to-use disaster recovery and data protection solutions across physical, virtual and cloud environments.

## Key Products

Acronis Backup & Recovery 11.7 – data protection and disaster recovery for servers and workstations

Acronis Backup & Recovery 11.7 Virtual Edition – unified backup for physical and virtual machines

Acronis Backup for VMware – data protection for VMware and VMware vSphere environments

Acronis Backup to Cloud and Acronis AnyServer Cloud Backup – cloud based online data storage

Acronis Snap Deploy 5 – imaging and deployment solution

Acronis Disk Director 11 – disk partitioning and management

## Maintenance/Support

The first year of support service is included with the purchase of any Acronis corporate product.

**Acronis Advantage Premier** - Offers access to 24 x 7 support services available via chat, email and phone. Acronis Advantage Premier Customers receive priority support. In the event of a business-critical system error, Customers will receive the initial response within one hour. The first year of support service is included with the purchase of any Acronis corporate product.

## Authorization Requirements

Acronis restricts deal registration to Acronis Silver, Gold and Platinum Partners only.

## Acronis Volume Discounts

Acronis offers a tiered pricing structure, designed to benefit end-users who buy several licenses of Acronis in a single order.

## Ordering Requirements

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

1. Acronis corporate address:  
Acronis International GmbH (5511249)  
Euro Haus, Rheinweg 9  
Schaffhausen 8200
2. PO number
3. End-user agency/organization/company name
4. End-user shipping address, street, city, state and zipcode
5. End-user contact name – first and last required
6. End-user contact phone number
7. End-user contact email address
8. Acronis Partner/Reseller company name
9. Acronis Partner/Reseller shipping address, street, city, state and zipcode

10. Acronis Partner/Reseller contact name
11. Acronis Partner/Reseller contact phone number
12. Acronis Partner/Reseller contact email
13. Acronis SKU, quantity of licenses, line item description and total amount to Acronis
14. Ingram quote number or special pricing number
15. Payment terms

## **Product Delivery**

Acronis' average processing time on orders is 2-3 business days. Licenses are delivered via email. The delivery must go directly to the end user; however, resellers are copied on the license email.

## **Maintenance Renewals**

Customers holding contracts for Acronis' existing AMPS program will be served under the terms of those agreements up until the renewal date. When the contract come up for renewal, a customer will be offered one of the new Acronis Advantage programs.

Reinstatement fees can be applied to renewal orders for customers whose maintenance has expired. Acronis can only backdate up to 30 days after maintenance expires. Acronis Advantage program will start on the invoice date for any maintenance renewals placed 30 days after expiration. Reinstatement path after Acronis maintenance end date:

- Day 1 – 6 months: Reinstatement Fee + Renewal Pricing
- 6 months – 1 year: Reinstatement Fee + Renewal Pricing OR Version Upgrade
- 1 year and longer Version Upgrade

Customers who purchase regularly throughout the year will have the option to co-term their Acronis Advantage program.

We may find it necessary to confirm a renewal path with the vendor's renewal team to ensure quote accuracy. In this case, a 48 hour lead time for renewal quotes is expected.

### **Renewal Request Form:**

- 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:
- Acronis Advantage level (AAP 24x7 or AAS 12x5):

### **Optional:**

- Contract Numbers:
- Serial Keys:
- Instance Numbers:
- Any other Info, notes or comments:

## **Pricing Programs**

### **Acronis Government, Academic, and Non-Profit Pricing**

Acronis offers discounted pricing for federal, state and local government agencies as well as qualified non-profit organizations and academic entities. The 10% off suggested retail pricing is built into the Acronis government SKUs.

Example SKU differentiator:

Commercial SKU for Acronis Backup & Recovery 11.7 Advanced Server: A1WNL PENS11

Government SKU for Acronis Backup & Recovery 11.7 Advanced Server: A1WNL PENG11

## **Returns Overview**

RMAs will only be considered if placed within 30 days of invoice, and must be accompanied by a replacement order of equal or greater value.

Acronis also requires the end-user sign a Letter of Destruction (LOD) document, which MUST be returned to [acronis-licensing@ingrammicro.com](mailto:acronis-licensing@ingrammicro.com) to then be forwarded to the vendor for approval.

The LOD form is below.

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

- Your Ingram account number

- Your PO #

- Ingram Order number

- SKU of product to be returned

- Quantity (please note—the entire quantity must be requested for return-no partials)

- Reason for Return

- Replacement PO number

- Return the entire purchase order

- Submit a replacement order of equal or greater value

- Return the original license certificate or submit a signed letter of deletion to Acronis

Please contact our licensing desk with any questions.

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