

ivanti



Supply Chain
powered by Wavelink

The Ivanti Supply Chain Ordering Guide

January 2018 Edition

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Introduction

As a channel-driven organization, Ivanti's Supply Chain Mobility organization is constantly striving to partner with the industry's most innovative and respected value-added resellers, device manufacturers, and distributors. As a result, the Supply Chain Partner Program represents some of the most respected and valued channel programs in the marketplace. This program is designed to generate leads, drive customer demand, and increase sales and profitability for all Ivanti partners. In order to achieve these goals and standards, Ivanti partners are organized in three tiers or levels – Silver, Gold, and Platinum – which are designed to fit each partner's business model. For more information on the Ivanti Partner Program, please email us with any inquiries and questions. If you'd like to become a Ivanti partner, please visit our [Become a Partner](#) page.

Sales Referral Program

All partners are eligible to participate in the Ivanti Sales Referral Program, which allows partners to cash in on new sales opportunities with minimal effort. With the Sales Referral Program, partners can register opportunities and Ivanti will take it from there. Upon the sale closing, the partner who registered the opportunity will be eligible for discounts on sales, offering an opportunity for greater margins. It's another way Ivanti helps our partners increase revenue and recognition in the marketplace. For more details on the program and to register a new business deal, reach out and [contact us](#) today.

Silver Partners

Ivanti silver-certified partners are just starting to grow their business, have recently entered the rugged mobile computing market, or have no sales staff. Silver-registered partners make a minimal commitment while gaining access to a wealth of marketing and sales tools, information, and support. Partners at this level simply apply via website registration and receive access to our Partner Portal.

Gold Partners

Ivanti gold-certified partners demonstrate an increasing dedication to the Ivanti product. They demonstrate the ability to independently sell many of Ivanti's supply chain mobility products, have their own demo environments, etc. Gold-certified partners sign a Reseller Agreement and must maintain yearly performance targets. In return for their participation, gold-certified partners receive benefits

such as sales assistance, additional product training options, plus the benefits available to silver partners.

Platinum Partners

Ivanti platinum-certified partners have the highest level of credibility in the marketplace. Platinum-certified partners make the greatest commitment to Ivanti –driving opportunities independently, hosting their own demo environments, and delivering the highest level of support to customers. Similar to Gold Partners, Platinum Partners sign a Reseller Agreement and have the highest yearly performance target. In exchange for this level of commitment, Ivanti enables platinum-certified partners to attain higher revenue through presales support, product training, and priority access to leads, plus the same benefits awarded to silver and gold partners.

Ivanti Partner Training

Ivanti's Certified Partner Training Program is designed to meet the training needs of our channel partners. Certification is a requirement of the partner program, and Ivanti offers a number of online and live training options to help partners achieve and maintain their tier in the partner program. Certification courses are required annually, and must be completed within the associated calendar year.

Classroom sessions consist of two-day or three-day classes that cover two primary topics: 1) device and application management using Avalanche; and 2) rapid deployment of legacy applications with Ivanti Emulators, including adding voice support to existing applications using Speakeasy. The programs blend traditional academic classroom lectures with applied learning in a lab

environment. Classroom courses are held around the globe and are free for partners to attend, but participants are responsible for any applicable airfare, transportation, lodging, etc. After the classroom prerequisite(s) have been met, certification levels can be maintained yearly via online eLearning courses.

The goal of the Ivanti Certified Partner Training Program is to prepare the student to become an expert in using one or more Ivanti products. The program is designed to end with an examination of the coursework taught. Students who pass the exam are awarded a certificate that permits them to use the Ivanti Certified Professional mark.

Ordering Ivanti Supply Chain Solutions

Ivanti provides partners with flexible purchasing options when downloading needed enterprise mobility solutions. Partners can order at their convenience via any of the methods described below:

Online Store

The online store provides access to Ivanti software 24/7. By visiting our [How to Buy](#) page on the Ivanti website, partners can download software securely and quickly as needed.

Email/Fax/Mail Order

Platinum and gold partners also have the option of ordering directly via email, fax, or mail order. Please note that no orders will be accepted over the telephone.

- a. Email: supplychainsales@ivanti.com
(Please include your digital signature)
- b. Fax: +1-801-316-9099
- c. By Mail: Ivanti Corporation
698 West 10000 South, Suite 500
South Jordan, UT 84095-5956, USA
+1-801-316-9000

Distribution

Some partners may also purchase Ivanti solutions via a distributor, but please be advised that distributors may have their own guidelines and processes. To ensure the most streamlined transaction process, please see ordering via the online store or by email/fax/mail above. If using a distributor, please read the following notes and instructions:

- Orders must be in the form of a valid purchase order with a unique purchase order number/identifier. A valid purchase order represents a written commitment signed by a representative of the customer.
- The purchase order must also detail all of the relevant terms and conditions of the sales arrangement.
- Similar to orders placed directly with Ivanti, each order placed through distribution should include the details below. (Whether an Ivanti Maintenance Plan is sold or not, it is critical that Ivanti collect end-user information so we can provide technical support to the end user.)
 1. Item numbers
 2. Quantity
 3. Product description
 4. Unit price (in U.S. dollars, unless authorized by Ivanti)

5. "Bill to" and "Ship to" information
 6. Email address—this is the address where the software "License Keys" (see Glossary) will be sent
 7. End user's company name, city, street, and zip
 8. Net 30-day payment terms (see Step 3 on page 2)
- If any of these items or other relevant terms or conditions pertaining to the sale are not documented in the customer order, the order will be rejected until such items are clearly documented.

Terms and Conditions

In all Ivanti purchases, the customer must agree to the following Terms and Conditions:

1. Net payment is due in 30 days unless otherwise defined by Ivanti.
2. Software warranty is 90 days (see the Ivanti End-User License Agreement for further details).
3. A Software Maintenance Plan must be purchased to obtain software release updates and upgrades, bug fixes, service packs, and technical support services.
4. No right of return exists after 30 days from the delivery date (unless warranty provisions apply).
5. Ivanti reserves the right to change or alter our International Price List at any time.

If the purchase order/agreement has expired prior to fulfillment, a new purchase order must be received before any further processing can occur.

Help When Ordering

If you have questions about placing an order for Ivanti software, please call the Ivanti order management desk at:

America, Latin America, Asia Pacific, Australia, and New Zealand (9 a.m. to 5 p.m. ET)

Phone: +1.888.697.WAVE

Email: orders@ivanti.com

Europe, Middle East, and Africa (9 a.m. to 5:30 p.m. GMT)

Phone: +44.870.351.8564

Email: emeasales@ivanti.com

Frequently Asked Questions

How long is an Ivanti license valid?

Ivanti product licenses do not expire. However, the product license is only valid for that product version. Ivanti is constantly upgrading its software to provide new functionality and compatibility with the latest network

infrastructure, technology, radio drivers, etc. Newer versions of the product are available at no charge to customers who have purchased the maintenance plan.

Do you have demonstration licenses available?

Demo licenses for select Supply Chain software can be downloaded from our **Software Downloads** site. If you're looking for a software version that is not available as a demonstration license, you can request a live or online demonstration of this product through your channel sales manager.

How are orders fulfilled?

All Ivanti software is delivered electronically. Once the order is placed, a link is sent for "Product Registration." Upon completion of the registration process, a license key/activation code (see **Glossary**) is sent via email.

How do I reach Ivanti Technical support?

Partners may contact our Technical Support teams anywhere around the globe. Details can be found on our **Contact Support** page.

Post-sales technical support is available to VARs as a "per incident" charge or free with an Ivanti maintenance plan. Presales support is offered free for VARs. Ivanti

certified VARs will receive priority technical support and can receive limited free technical support during product installation (please call your channel sales manager for details).

What are Ivanti's hours for technical support?

Technical support can be reached Monday through Friday from 9:00 a.m. to 9:00 p.m. (ET). EMEA technical support can be reached Monday through Friday from 9:00 a.m. to 5:00 p.m. (GMT).

How do I get notified of new product information?

During the product licensing process, you will be asked for an email address that Ivanti will use to deliver the license keys/activation codes. Ivanti will also send product and promotional information to this email address, and you may unsubscribe at any time.

You can also stay informed about Ivanti products and services by following us on LinkedIn, Twitter (@Golvanti, @IvantiWavelink), and Facebook.

Ivanti Supply Chain Solutions (powered by Wavelink)

Enterprise Mobility Management products



Avalanche

Worker productivity ties directly to the operating margin of a business. Not performing these activities or doing them inefficiently will become evident on the company balance sheet, earnings reports, and share prices. Consider the impact of an end-of-quarter shipment not being delivered, a stock-out on a popular product, or a disruption to parcel deliveries guaranteed for preholiday delivery. Each of these examples would have a visible effect on the quarterly results of the respective businesses—and could even impact future performance if customers defect to alternative vendors.

Ivanti helps enterprises deploy supply chain mobility solutions that improve worker productivity and minimize workflow interruptions that could inhibit optimal efficiency. Enterprise mobility management with Avalanche is at the center of many of these deployments because of the inherent interoperability and management ease it provides when used in conjunction with other Ivanti supply chain mobility solutions.

When considering all aspects of an enterprise mobility deployment, choosing a solution to manage that deployment also means selecting the utility that can handle not only the mobile device but also the aspects that maximize worker productivity – mobile applications, content access, and more. Ivanti Avalanche ensures workers leverage the most from mobility, and also eases mobile deployment management for the administrator, delivering the most efficient means to update mobile applications on workers’ devices.

What’s more, Ivanti Avalanche provides IT the flexibility to manage supply chain deployments across device types—from rugged mobile computers, to wearable computers, to tablets.

Learn more about Avalanche

Ordering Avalanche

Avalanche Ordering Example

Purchase of Ivanti Avalanche for 100 mobile devices

Quantity	Part #	Description	Cost	Total
100	310-LI-AVH1AD	Avalanche – 1 Mobile Device Management License	\$50	\$5,000
100	310-MA-AVH1AD	Avalanche – 1 Mobile Device Management License Maintenance	\$10	\$1,000
		Grand Total		\$6,000



Remote Control

Connect into workers' mobile devices remotely to replicate and diagnose reported issues for faster resolution and to avoid having users return devices for service. Remote Control help desk software for Windows Mobile and Windows CE devices is integrated seamlessly with the most proven, mission-critical enterprise mobility management solution—Ivanti Avalanche. Gain access to device registries, file manager, and process manager for greater device management and control.

Ordering Avalanche Remote Control

Avalanche Remote Control Ordering Example 1

Purchase of Avalanche Remote Control for 100 devices

Quantity	Part #	Description	Cost	Total
100	310-LI-AVRC10	Avalanche Remote Control Add-on Solution	\$20	\$2,000
100	310-MA-AVRC10	Avalanche Remote Control Add-on Solution Maintenance	\$4	\$400
		Grand Total		\$2,400

Avalanche and Avalanche Remote Control Combo Ordering Example 2

Purchase of Avalanche and Avalanche Remote Control Combo for 100 devices

Quantity	Part #	Description	Cost	Total
100	310-LI-AVAVRC	Avalanche and Avalanche Remote Control Add-on Solution	\$60	\$6,000
100	310-MA-AVAVRC	Avalanche and Avalanche Remote Control Add-on Solution Maintenance	\$12	\$1,200
		Grand Total		\$7,200



Smart Device Remote Control

Bring remote control capabilities to customers' Android mobile deployments. Our Smart Device Remote Control delivers the fast troubleshooting and secure sessions expected for deployments of new Android devices. Help customers avoid the dreaded "no fault found" report by enabling them to test issues remotely and verifying settings for themselves before sending a device back to the depot. And, of course, Smart Device Remote Control is accessible through Ivanti Avalanche, adding further productivity power to the EMM solution your customers have trusted for three decades. Smart Device Remote Control offers a great upsell opportunity for partners as they help customers migrate from legacy mobile deployments to their next-generation Android platform.

Ordering Smart Device Remote Control

Smart Device Remote Control Ordering Example 1

Purchase of Smart Device Remote Control for 100 devices

Quantity	Part #	Description	Cost	Total
100	310-LI-SMRC	Smart Device Remote Control License	\$20	\$2,000
100	310-MA-SMRC	Smart Device Remote Control Annual Maintenance	\$4	\$400
		Grand Total		\$2,400

Avalanche and Smart Device Remote Control Ordering Example 2

Purchase of Avalanche and Smart Device Remote Control on the same purchase order for 100 devices

Quantity	Part #	Description	Cost	Total
100	310-LI-AVH1AD	Avalanche – 1 Mobile Device Management License	\$50	\$5,000
100	310-MA-AVH1AD	Avalanche – 1 Mobile Device Management License Maintenance	\$10	\$1,000
100	310-LI-SMRCADD	Smart Device Remote Control License	\$10	\$1,000
100	310-MA-SMRCADD	Smart Device Remote Control Annual Maintenance	\$2	\$200
		Grand Total		\$7,200



Xtraction Avalanche Connector

Operations teams everywhere struggle to measure and communicate metrics around business performance. Enable IT and non-technical staff to create and view interactive reports and dashboards, easily pulling data from Avalanche and other data sources in a single view without coding. Instantly gain insights about your device population, device activity, and more.

Beginning with Avalanche 6.2, the Xtraction Avalanche Connector is included. However, this entitlement is available to customers with active maintenance on Avalanche 5.3 and prior versions of Avalanche 6. If a customer has active maintenance then they will be entitled to the Xtraction Standard **Server** with the appropriate Avalanche 5.3 or Avalanche 6 connector. This includes two analyst licenses for Xtraction. Additional licenses, connectors, and services can be included in the purchase order.

If a customer requires Avalanche reporting, please work with your regional Ivanti contacts to get them set up. Once license fulfilment has been completed, the customer will receive an entitlement email with a link to their account in the Ivanti Licensing Portal.

The latest Xtraction Standard Server download is available at: <http://dl.xtraction.co/latest>

Documentation is at: <http://dl.xtraction.co/latest/docs>

Once the customer is entitled they will be able to download the license and the Avalanche connector from the licensing portal: <https://portal.ivanti.com>

Ordering Xtraction Avalanche Connector (beyond entitlement)

Xtraction Avalanche Connector Ordering Example

Purchase of one additional analyst licenses for Xtraction

Quantity	Part #	Description	Cost	Total
1	WL-XTRANALYST-L	Xtraction Analyst – Wavelink - License	\$5,000	\$5,000
1	WL-XTRANALYST-M	Xtraction Analyst – Wavelink – Maintenance (1 Year)	\$1,000	\$1,000
		Grand Total		\$6,000

Note: If a customer does not have an active maintenance plan for their Avalanche implementation, they have no entitlement to Xtraction so will need to purchase either an Avalanche upgrade, or purchase standalone Xtraction. Partners should work with their local Ivanti supply chain mobility sales contact for further information.



Printer Incident Management Suite

Printers play a significant role in retail and supply chain tasks. Whether these machines are printing invoices, receipts, or barcoded labels, tasks come to a standstill without them. Businesses depend on uptime from all their technology systems, and printers are no exception.

Help customers anticipate bottlenecks and outages among their printer population, and you're helping them save money. Ivanti Printer Incident Management Suite (PIMS) delivers actionable insights about their Honeywell printer population. With these reports, they can minimize downtime, predict spend on consumables, and more for uninterrupted productivity.

Printer Incident Management System was created in conjunction with Honeywell to provide insights into an enterprise's printer population. This product has no dependencies on any other Ivanti or legacy Wavelink technology, and can be deployed in a completely greenfield opportunity. The system integrates with Honeywell SmartSystems to provide printer information and alerts.

PIMS is sold as a subscription only (not License + Maintenance). The customer will need to renew annually to maintain access to the product. This product is based on Xtraction, and services are likely required to install. Partners should coordinate with Ivanti's supply chain sales team to define and quote professional services.

Ordering Printer Incident Management Suite

Customers must purchase an annual subscription to the PIMS product and will be required to renew annually. This is a per-device cost, with no upselling for additional analyst licenses required. The PIMS annual subscription model is the same, whether or not a customer is already an Xtraction user.

Printer Incident Management Suite Ordering Example*

Purchase of annual subscription for Printer Incident Management Suite for 100 supported Honeywell printers

Quantity	Part #	Description	Cost	Total
100	WL-PIMS-S	Ivanti Xtraction Reporting Server with PIMS - Subscription	\$60	\$6,000
		Grand Total		\$6,000

*Example does not include professional services, which may be needed for implementation.



SecurePlus lets customers authenticate and control user access to applications and data on mobile devices for greater mobile security. SecurePlus integrates seamlessly with Ivanti Avalanche, providing details about user-device pairings, WLAN connectivity, and even clues to suspicious activity like excessive login attempts.

Ordering Avalanche SecurePlus

Avalanche SecurePlus Ordering Example

Purchase of Avalanche SecurePlus for 100 devices

Quantity	Part #	Description	Cost	Total
100	310-LI-AVCE10	Avalanche SecurePlus Add-on Solution	\$20	\$2,000
100	310-MA-AVCE10	Avalanche SecurePlus Add-on Solution Maintenance	\$4	\$400
		Grand Total		\$2,400

Avalanche SecurePlus and Avalanche Remote Control Combo Ordering Example 2

Purchase of Avalanche SecurePlus and Avalanche Remote Control Combo for 100 devices

Quantity	Part #	Description	Cost	Total
100	310-LI-AVRCCS	Avalanche SecurePlus and Remote Control Combo Add-on Solution	\$30	\$3,000
100	310-MA-AVRCCS	Avalanche SecurePlus and Remote Control Add-on Solution Maintenance	\$6	\$600
		Grand Total		\$3,600



Certificate Manager

Certificate Manager lets customers assign and manage unique connectivity profiles for each individual user account accessed on a mobile device. Used in combination with SecurePlus, your customers can control authentication and implement lockdown procedures when a threat is detected.

Ordering Avalanche Certificate Manager

Avalanche Certificate Manager Ordering Example

Purchase of Avalanche Certificate Manager for 50 devices

Quantity	Part #	Description	Cost	Total
50	310-LI-CERTMA	Certificate Manager Add-on for Avalanche (includes 250 SecurePlus licenses)	\$10,000	\$500,000
50	310-MA-CERTMA	Certificate Manager Add-on for Avalanche Maintenance (includes 250 SecurePlus licenses)	\$2,000	\$100,000
		Grand Total		\$600,000

Mobile Device Management Frequently Asked Questions

Do I need to order a console for each administrator or machine that would use Avalanche?

No. Once you place an order for Avalanche, you do not need to reorder the console. The console can be installed multiple times for all products without additional fees.

How do I know which mobile devices are compatible with Avalanche?

Ivanti posts a list of compatible products and devices in the [Software Downloads](#) area of our website.

I am running an older version of Avalanche and I am not on a Ivanti maintenance plan. Can I upgrade my licenses?

You can choose to upgrade your licenses. However, opting for a maintenance plan gives you access to all product release updates for the duration of your plan—a more cost-effective and scalable option for most businesses.

Mobile Enterprise Applications

Ivanti mobile enterprise apps accelerate mobility deployments by eliminating the costs to develop mobile clients for host interface applications. Compatible with and recommended by all leading supply chain management (SCM) systems, Ivanti makes it easy to access and update information on these systems through Terminal Emulation and browser-based clients available for major mobile operating systems, from Windows CE and Windows Mobile to Android. Beyond mobile client readiness and host-system compatibility, Ivanti mobile enterprise apps protect your customers' corporate data by providing a window into host-based data, rather than storing that data on the mobile device.



Terminal Emulation

Long the linchpin of supply chain mobile applications, Ivanti Terminal Emulation provides a reliable, proven solution for host-interface mobility and is embraced by enterprises across the globe. Sixty-eight percent of rugged mobile computers in use worldwide run Ivanti Terminal Emulation.

Ordering Ivanti Terminal Emulation

Ivanti Terminal Emulation is purchased with a universal Ivanti telnet (TN) part number. Customers then specify wireless device, hardware, and the platform. Platforms available include 2-in-1 for 5250/3270 or VT/HP support, and 4-in-1 including all four emulation types.

Upon placing an order with Ivanti, the end user will have the opportunity to register the software and select the target emulation type, operating system, and deployment method. Ivanti supports a broad array of operating systems and a number of deployment methods, including Ivanti Avalanche, as well as various MDM and stand-alone deployment options.

Is your customer using mobile computers from a manufacturer or brand such as Zebra, Datalogic, Honeywell, LXE, Intermec, or Janam and connecting to a host-based application? Ivanti Terminal Emulation (TE) is prelicensed on many mobile devices, and chances are your customer's device is already using Ivanti TE and the customer simply needs to add more licenses. For a full list of device manufacturers prelicensed with Ivanti TE, please visit our [Software Downloads](#) page.

**Learn more about
Terminal Emulation**

Ivanti Terminal Emulation Ordering Example

New purchase of 25 telnet clients

Quantity	Part #	Description	Cost	Total
25	120-LI-GENTN4	Ivanti TN Client 4-in-1	\$275	\$6,875
25	120-MA-GENTN4	Ivanti TN Client 4-in-1 Annual Maintenance	\$ 55	\$1,375
		Grand Total		\$8,250



Industrial Browser

Ivanti Industrial Browser is a device-independent solution that is ideal for all user types. From those wishing to migrate an existing emulation application to those implementing brand new Web-based applications, Industrial Browser is the perfect solution. Built to overcome many of the shortcomings you encounter with the standard browsers shipped on most devices, it satisfies the most demanding environments.

Ordering Ivanti Industrial Browser

Do your customers already have Web-based applications they'd like to access from their mobile devices?

Ivanti Industrial Browser will mobilize any Web-based application and will help your customers deploy an easy-to-use, Web-based interface to their devices. Existing Ivanti Industrial Browser customers can use the same interface they are familiar with to access Web-based applications.

Learn more about Industrial Browser

Ivanti Industrial Web Browser Ordering Example

New purchase of 25 Telnet Clients with Industrial Browser

Quantity	Part #	Description	Cost	Total
25	120-LI-GENTN2	Ivanti TN Client 2-in-1	\$165	\$4,125
25	120-MA-GENTN2	Ivanti TN Client 2-in-1 Annual Maintenance	\$ 33	\$825
25	120-LI-WIBWP2	Industrial Browser with TN 2-in-1 License	\$34	\$850
25	120-MA-WIBWP2	Industrial Browser with TN 2-in-1 License Annual Maintenance	\$6.80	\$170
		Grand Total		\$5,970

Note on ordering Ivanti Industrial Browser: Ivanti Industrial Browser is available for Ivanti TN Client version 6.0 and higher. It is available as a standalone product for \$89 or WITH the purchase of a TN Client 2-in-1 (3270/5250 or VT/HP emulation) for \$34.



VelocityCE

VelocityCE is a high-performance browser designed for mobile enablement of web-based enterprise systems – especially SAP ITS Mobile. The Ivanti VelocityCE mobile experience outperforms traditional browsers available for Windows Mobile and Windows CE operating systems. Faster screen rendering and integrated technology hooks make it easy to add advanced data-capture capabilities like barcode scanning to help mobile users work faster.

Ordering Ivanti VelocityCE

As with our Terminal Emulation and Industrial Browser products, Ivanti VelocityCE supports several generations of the Windows CE and Windows Mobile operating systems, as well as a number of deployment methods, including Ivanti Avalanche and various MDM and stand-alone deployment options.

**Learn more about
VelocityCE**

Ivanti VelocityCE Ordering Example

Purchase of VelocityCE for 100 devices

Quantity	Part #	Description	Cost	Total
100	140-LI-VELOCC	VelocityCE Client License	\$165	\$16,500
100	140-LI-VELOCC	VelocityCE Client Maintenance	\$33	\$3,300
		Grand Total		\$19,800



Velocity lets you bring your existing telnet and web applications to a new generation of Android mobile computers. You control the pace for a successful deployment, increasing productivity in four easy steps. Workers accomplish more each shift with intuitive navigation optimized for today’s touchscreen Android mobile devices. Avoid the cost, risk, and effort associated with app migration, and preserve the investments you’ve already made to optimize your enterprise infrastructure and systems. Maximize the investment in next-generation mobile devices, while protecting the future of your mobility business. Our Velocity platform brings renewed power to your existing retail, WMS, ERP, and other host or web-based solutions.

Ordering Ivanti Velocity

Is your customer looking to upgrade to Android mobile devices and wants a modernized interface to their host application?

Velocity modernizes the traditional text-based screens from a host or web-based application into a graphical interface that is touchscreen friendly. If a customer is using Terminal Emulation, Industrial Browser, VelocityCE, or Naurtech CETerm, Velocity provides a framework to import and upgrade screens from these apps, improving the user experience and accelerating worker productivity. Velocity screens can also be customized, and custom on-screen keypads created, making data entry fast and easy.

**Learn more
about Velocity**

Ivanti Velocity Ordering Example – Telnet migration

Purchase of Velocity for 100 devices

Quantity	Part #	Description	Cost	Total
100	140-LI-VELOCTE	Velocity TE Client License	\$165	\$16,500
100	140-MA-VELOCTE	Velocity TE Client Annual Maintenance	\$ 33	\$3,300
		Grand Total		\$19,800

Ivanti Velocity Ordering Example – Web app migration

Purchase of Velocity for 100 devices

Quantity	Part #	Description	Cost	Total
100	160-LI-VELOCWEB	Velocity Web License	\$109	\$10,900
100	160-MA-VELOCWEB	Velocity Web Annual Maintenance	\$ 21.80	\$2,180
		Grand Total		\$13,080



Create powerful mobile enterprise applications with incorporated data-capture capabilities and make your workforce more productive. Use Java, VB, Visual C++, and more to create or maintain mobile enterprise applications that are device agnostic. Plus, Studio runs apps from the host server for a centralized software management solution.

Ivanti Studio enables developers to create and deploy powerful server-side enterprise applications for mobile data collection, barcode scanning, and RFID devices. Ivanti Studio applications run on mobile devices from all major device manufacturers. Studio includes libraries for development in Java and COM-based languages, an administrative server, and device-side thin client software. Studio is licensed based upon the number of total devices utilizing the Studio application.

Ordering Ivanti Studio

To order Ivanti Studio COM you will need to know the following:

1. Number of devices
2. Manufacturer and model of the devices a customer is planning to deploy

Studio COM Ordering Example

New purchase of Ivanti Studio COM for 25 devices

Quantity	Part #	Description	Cost	Total
1	110-LI-STCS30	Studio COM Server (includes 1 client license)	\$195	\$195
1	110-MA-STCS30	Studio COM Server Annual Maintenance (includes 1 client license)	\$ 39	\$39
24	110-LI-STCU30	Studio COM Client: 1 – 250 Additional Users	\$195	\$4,680
24	110-MA-STCU30	Studio COM Client: 1 – 250 Additional User Maintenance	\$39	\$936
Grand Total				\$5,850

Mobile Enterprise Apps Frequently Asked Questions

Do Ivanti Telnet Clients (that are Avalanche compatible) include device management functionality?

Yes. Ivanti Telnet Clients can distribute and configure clients over the air without an Avalanche license.

If my customer has purchased Ivanti Telnet Emulators or Ivanti Studio Clients in the past, can the customer use the current license on a new device type?

For Studio, yes; however, to do so the customer will need to order one “User Transfer” per Studio license. A new device type is defined as a device, which is either (a) from a different manufacturer, (b) outside the original device series, or (c) using a different operating system (OS). For Ivanti Telnet Emulators, customers cannot use a current license on a new device type.

My customer is running Studio 3.6. Can it be upgraded to Ivanti COM v3.7?

Yes. If the customer is on a valid Maintenance Plan, the upgrade is free of charge. If the customer is not on a Maintenance Plan, the upgrade can be purchased at a discount.

How can my customer order keyboard overlays?

Original keyboard overlays come with the Telnet Emulator ordered. Please specify the keyboard overlay that is needed during product registration. Replacement keyboard overlays are ordered through an Ivanti sales representative who will verify the product license and send a price quote for the needed overlays. Once a purchase order is received by Ivanti, the replacement keyboard overlays are sent out by USPS. For faster shipping, please provide a FedEx or UPS shipping number.

Voice-Enabled Applications



Ivanti Speakeasy is the fastest and most cost-effective way to voice-enable your mobile applications. Companies that have implemented Speakeasy are recognizing a number of benefits, from the low cost of implementation, to improved employee-user morale, to reduced training time. Some have moved from proof-of-concept through pilot and completed their project-wide Speakeasy deployment in less time than it takes for other voice vendors to scope their proposals.

Ivanti Speakeasy is the future of voice and is rapidly changing the way warehouses, mobile inspections, field services, and yard management do business. Screens can be enhanced easily with speech-to-text and text-to-speech capabilities, tested, and piloted in 30 days with no disruption to existing operations. Try Speakeasy and realize all the benefits of voice-driven applications without the high cost, long implementation cycles, and inflexibility of legacy voice technology.

Speakeasy provides a great up-sell opportunity for partners to reach out to existing customers using Ivanti Terminal Emulation, our Browser solutions, Velocity-based Android deployments, or new customers who could benefit from a voice solution. Most customers are looking for ways to further improve productivity and accuracy as a way to reduce operational costs, and Speakeasy allows partners to sell a voice solution at a premium. With more than 10 million Ivanti clients deployed, you have a significant deployment base that could benefit from adding voice. Partners will find further revenue in associated professional service opportunities, such as voice consulting and integration services.

Ordering Speakeasy

The sample below defines the elements of the Ivanti price list for Ivanti Speakeasy applications. Speakeasy is sold as one universal plug-in/run-time client part number.

**Learn more
about Speakeasy**

Speakeasy Ordering Example – Windows Mobile/CE mobile deployment

Purchase of Speakeasy for 25 devices

Quantity	Part #	Description	Cost	Total
25	130-LI-VPTNAD	Speakeasy Voice Plug-in/Run-time	\$599	\$14,975
25	130-MA-VPTNAD	Speakeasy Voice Plug-in/Run-time Maintenance	\$199.80	\$4,995
		Grand Total		\$19,970

Speakeasy Ordering Example – Android mobile deployment

Purchase of Speakeasy for 25 devices

Quantity	Part #	Description	Cost	Total
25	130-LI-VELVO	Speakeasy for Velocity License	\$899	\$22,475
25	130-MA-VELVO	Speakeasy for Velocity Maintenance	\$180	\$4,500
		Grand Total		\$26,975

Ordering Ivanti Professional Services

Every new Speakeasy sale requires Professional Services as part of the sale. Ivanti Certified Professional Services offer expert installation and training for all Ivanti products. Ivanti Certified Professional Services are available in standard packages for installation, configuration, and/or training for the popular Ivanti applications Avalanche and Speakeasy. Customizable packages are also available to fit any customer’s unique Ivanti solution needs.

Often, customers will need services and advice from an enterprise mobility professional to keep their wireless environment running smoothly. Ivanti Professional Services allow partners upsell opportunities and ensure that your customers’ Ivanti solutions are installed and running properly.

Each Ivanti Professional Service is defined by a Statement of Work (SOW). The SOW defines the service, time frames, and any deliverables applicable to the service. For more information on any specific service offering, refer to the associated SOW.

Ivanti Professional Services Ordering Example

Purchase of Speakeasy Quick Start Installation

Quantity	Part #	Description	Cost	Total
1	130-CO-SPEINS	Speakeasy Quick Start Installation	\$20,500	\$20,500
		Grand Total		\$20,500

Ivanti Support and Maintenance

Ivanti Customer Care

Get your customers the latest software versions needed to take their enterprise to the next level with Customer Care from Ivanti. Customer Care subscribers have the choice to receive any major software release upgrades FREE, saving your customers money in new license and upgrade fees.

On average, Ivanti provides the choice of more than 30 software releases a month. These releases may not be applicable to every enterprise running Ivanti solutions, so rather than inundate customers with software release notifications, we provide an opt-in release information system that delivers only information pertinent to your customer. With Customer Care from Ivanti, you are protecting your customers' investment by ensuring they have immediate access to product enhancements, documentation, troubleshooting fixes, and new device firmware support releases.

At Ivanti, we strive to maintain a high standard of personalized customer service, so in addition to updates and upgrades, Customer Care subscribers have prioritized and unlimited access to specialized technical resources. With Customer Care from Ivanti, unlimited incident coverage and customized help available via a toll-free phone number, email, or via a secure Web browser, are always readily available. With convenient business hours, our unique, three-tiered, customer support and engineering team will evaluate your case in a timely and professional manner.

Software Maintenance via Customer Care

Ivanti software maintenance via Customer Care is an annual plan. All Customer Care maintenance plan contracts last for 12 months from the purchase date. New licenses are added during the annual term by purchasing additional three-year or one-year licenses. When renewing the initial Ivanti maintenance plan, please call Ivanti customer service to calculate prorated pricing for the maintenance licenses purchased after the initial order. This will allow all your customer's maintenance licenses to be placed on a single expiration date.

Partners can tell a maintenance plan's expiration month by the last two digits of the contract ID number. For example, contract number 11837409-12 means that the contract expires at the end of December. Visit [Ivanti Support](#) for more information.

Customer Care Ordering Frequently Asked Questions

What does maintenance via Customer Care provide?

Customer Care is a cost-effective annual plan that provides participating Ivanti customers with major software release upgrades, minor revision releases, and unlimited access to Ivanti's technical support services. Purchasing Customer Care can help you maintain a stable, wireless, enterprise environment and provide a cost-effective means to stay up-to-date on the latest Ivanti software.

Is maintenance required?

Ordering Customer Care is not required for our software to operate properly, but it is recommended. Without purchasing Customer Care, your customers will not have access to customer support after the initial 90-day start-up period, and they will not receive valuable upgrades on future software releases free of charge.

Can a customer add Customer Care to some of its licenses and not others?

No. Your customers must have all of their Ivanti licenses covered by Customer Care. Ivanti Customer Care cannot cover only a portion of the licenses installed.

How do I know the expiration/renewal date of my customer's maintenance plan?

The expiration date can be determined in several ways. If the customer knows the contract ID number, the expiration date is the last two digits of that number. This is the month of the contract expiration. For example, contract number 11837409-12

means that the contract expires at the end of December. If the contract ID number is unknown, call Ivanti Customer Service for assistance.

After the initial purchase, how is the price of additional maintenance licenses calculated?

All Ivanti Customer Care orders are annual purchases, regardless of the month they are purchased. Subsequent orders will be prorated at the time of renewal so that all licenses can be placed onto one contract with the same expiration date.

For example, if a customer buys 10 units in January 2015 and adds five more in June 2015, when it's time for renewal in January 2016, the customer will pay the full price for renewing the initial 10 units, and 50 percent of the price for the additional five units. The five units purchased in June 2015 are discounted by 50 percent since they were ordered halfway through the previous calendar year and would have been valid until June 2016.

Can I buy Customer Care after I have purchased Ivanti Software?

Yes. You can buy Customer Care for up to one year after your initial purchase. If after one year you would like to purchase Customer Care, you may do so only after purchasing an Ivanti Software Upgrade.

Glossary

Avalanche Enabler: This is a small software client that resides on a mobile device. The Avalanche Enabler allows Ivanti Avalanche to communicate to the mobile device. There is a specific Avalanche enabler for each mobile device manufactured.

Console: The Console is the primary user interface for Avalanche. This is a component that your customer receives when buying Avalanche. There is a separate Console for each product.

Client: The Client is used in relation to the handheld mobile device. In all cases of Ivanti products, the Client is a piece of software that is deployed to the wireless device that allows Ivanti to communicate with and manage that specific device. Client is usually used in reference to Ivanti Telnet Emulators and Ivanti Studio.

License Keys/Activation Codes: Ivanti license keys/activation codes are the primary mechanism used to activate an Ivanti software license.

Maintenance Plan: Maintenance is used in the price list to reflect the purchase of the Ivanti Maintenance Plan. The Ivanti Maintenance Plan is a cost-effective annual plan that provides participating Ivanti customers with major software release upgrades, minor revision releases, and unlimited access to Ivanti’s technical support services. Purchasing an Ivanti Maintenance Plan can help you maintain a stable wireless enterprise environment and provide a cost-effective means to stay up-to-date on the latest Ivanti software.

Node Locking: This is the technology used to enforce the licensing of Avalanche. Node locking means that a given software license will be locked to a specific server. Node locking prevents Ivanti software from being pirated or from being transferred from computer to computer using duplicate licenses.

Statement of Work (SOW): The Statement of Work (SOW) defines the service, time frames, and any deliverables for each Ivanti professional service. Customers must receive and authorize an SOW for each service they purchase from Ivanti.

Upgrade: For Ivanti customers not on an Ivanti Customer Care plan, Ivanti offers upgrade options that allow a current Ivanti customer to upgrade its software to a more current version at a discount relative to repurchasing the software.

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