Enterprise License Agreement

Program Guide

Program Guide 2019 (August Update)

Notice

This document, the *Ivanti Enterprise License Agreement Program Guide*, provides an overview of the Ivanti Enterprise License Agreement and describes how the agreement works and the specific products included. The program guide is subject to change and clarification without notice. In all cases, the version posted on the Ivanti Legal web page is the governing version for contractual purposes.

If you have questions about the program or any of the content in this document, please contact your Ivanti sales representative or send an email to the ELA team.

Contents

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1. Executive Summary

The Ivanti Enterprise License Agreement (ELA) is the ideal product licensing solution for enterprise-sized organizations. Now organizations can take advantage of Ivanti's full portfolio to unify their IT and deploy solutions that match their business initiatives without needing additional procurement cycles.

The ELA is a user-based product subscription. Licensing is determined by using the organization's employee count. The employee count (user count) is calculated by adding the number of company employees and any third parties (such as contractors and agents) whose devices will be managed by the organization using Ivanti software.

Participation in the ELA requires a two- or three-year commitment, with up-front or annual-billing payment options.

Included within the ELA are products designed to manage servers and products that are analyst-based. Licensing for these products is calculated based on a user-to-server and user-to-analyst ratio. The ratios used for these entitlements are defined in Appendix A of this program guide.

During the term of the agreement, customers have protection from price increases, and a cap on price increases at the time of renewal. Customers report license usage annually during the True-Forward period. During the True-Forward period, if the customer has deployed additional licenses over the number of licenses initially purchased/reported at the commencement of the agreement or in the previous year, the customer will report any new deployments. The additional licenses will be added to the existing licenses to establish a new user count that will be used to bill customers going forward. As long as the customer does not increase license deployment more than 20% above the number of licenses already purchased, Ivanti will not bill the customer for retroactive use. However, at each annual renewal period, the aggregate number of licenses deployed will be used to invoice the customer going forward.

20%

Your annual True-Forward allows you to exceed your contracted license by up twenty percent without paying any licensing penalties.

During the term of the agreement, the customer is entitled to generally released software upgrades and updates at no cost. The customer will also receive standard support according to the terms outlined on the Ivanti customer support website.

2. Ivanti Enterprise License Agreement

Technology is rapidly changing. Changes in company policy, strategy, direction, and market conditions can all lead to a change in information technology and the management systems that underpin business operations. The more we depend on technology, the faster the rate of change.

Ivanti understands that technology licensing can either make change easier or more difficult, which is why the Ivanti Enterprise License Agreement (ELA) was created. With a single SKU, customers can easily purchase a product offering that will equip them with best-of-breed products designed to unify and simplify IT projects and tasks.

If you're looking to unify IT efforts, stay on top of change, and achieve economies of scale through broadly integrated initiatives or multiple projects, the Ivanti Enterprise License Agreement (ELA) is the program for you.

When you subscribe to one of our tailored product offerings, you receive all the major Ivanti products for the price of about one additional product. No more protracted buying processes for each separate project. With the ELA, all your user, endpoint, security, identity, asset, and service management projects get the green light faster since you already own the technology. ELA product offerings have options designed to fit any organization and any budget.

2.1. Unified IT

The Unified IT (UIT) product offering gives you all the major products in each of our five product families, as well as Ivanti Cloud, Ivanti Automation, and Xtraction Enterprise. The complete list of product entitlements is included in Appendix A of this program guide.
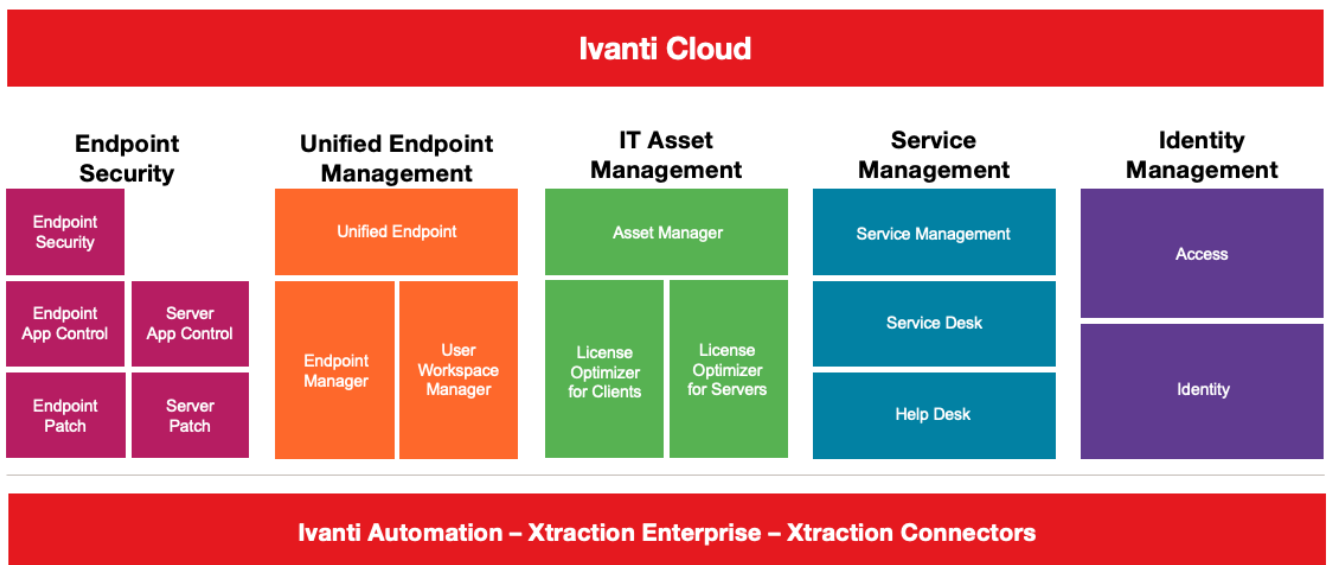

Figure 1 - Unified IT Product Offering

2.2. Pick 2

The Pick 2 product offering gives you all the major products in two of our product families. Like UIT, the Pick 2 ELA includes Ivanti Cloud, Ivanti Automation, and Xtraction Enterprise. The complete list of product entitlements for each product family is included in Appendix A of this program guide.

Figure 2 - Pick 2 Product Offering

2.3. Pick 1

The Pick 1 product offering gives you all the major products in one of our product families. The Pick 1 ELA includes Ivanti Cloud, Ivanti Automation, and Xtraction Enterprise. The complete list of product entitlements for each product family is included in Appendix A of this program guide.
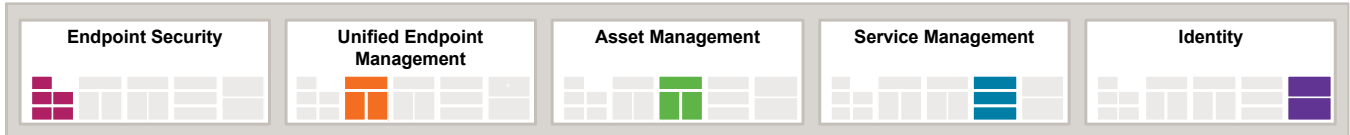
Figure 3 - Pick 1 Product Offering

2.4. ELA for Education

The ELA for Education is a variation of the ELA that allows educational institutions, administrative offices, boards of education, public libraries, and museums to purchase the ELA with additional discounts and using full-time equivalent (FTE) user counting. The Education FTE formulas are here. ELA for Education customers receive all the same benefits as commercial customers.

ELA for Education is also for public libraries and museums.

2.5. ELA for SMB

The ELA for SMB is a specialized product offering that provides customers with products from all five product families. Think of it as Unified IT tailored for organizations with fewer IT resources. By focusing only on products essential to running an SMB IT shop, we have been able to lower the number of users required to enroll in the ELA while offering substantial savings and high value. The complete list of product entitlements for the ELA for SMB is included in Appendix B of this program guide.

Think of the ELA for SMB as a Unified IT ELA tailored to small IT organizations that have to do it all.

Whichever product offering you choose, the ELA is a simple, high-value, user-based subscription that delivers the versatility required to solve your most significant IT challenges.

3. ELA Feature Definitions

3.1. User Count

The ELA is licensed on a per-user basis. Customers are required to calculate and provide Ivanti with a user count when executing the ELA.

There are several ways to establish a user count. In most cases, the user count is calculated by adding up the number of employees and any third parties (such as contractors and agents) whose devices are managed by the company using Ivanti products. Standard methods for arriving at the user count include at least one of the following:

Choose from five different methods to count your users.

1. Users listed in Microsoft Active Directory or similar directory service
2. Users listed in Exchange or similar e-mail product
3. Users licensed in Microsoft Office 365 or similar productivity suite
4. Employee count as listed in official company sources such as:
   - Annual report
   - SEC filings
   - Company website
5. National Center for Education Statistics or similar government reporting agency

The user count is the number used for determining license entitlements for the products included in the ELA.

Ninety (90) days before each anniversary date during the term of the agreement, the customer agrees to provide Ivanti with an updated, accurate user count to reflect any growth, acquisition, and/or additional product deployment. This new user count will become the number used for determining agreement payments for subsequent years.

Ivanti may use independent means for verifying the user count provided by the customer.

Customers can reduce the user count from year to year during the term of the agreement, but the user count cannot be less than the original amount declared at the beginning of the agreement.
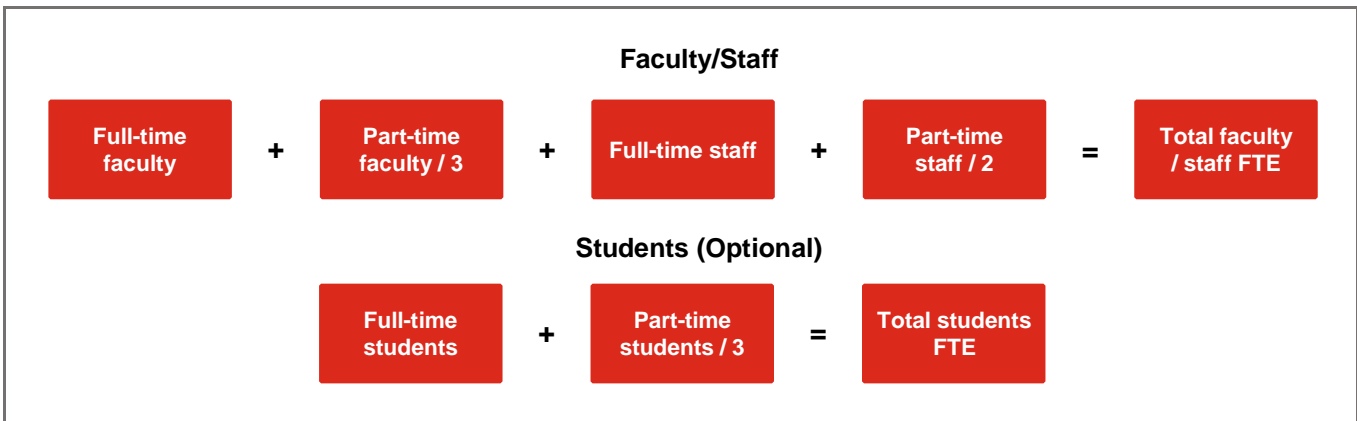
The ELA is designed for organizations with at least 500 users that want to license software for a two- or three-year period. The ELA for SMB is designed for organizations of 100-1,000 users and is also licensed for a period of two or three years.

3.2. FTE User Count

The ELA for Education utilizes a different user counting method called the Full-time Equivalent (FTE) method. Under this method of determining user counts, the qualified organizations need to determine whether they plan to only manage faculty and staff or faculty, staff, and students. Once this decision is made, customers choose the appropriate formula to establish the FTE user count. Regardless of which formula(s) are used, educational institutions may manage institution owned labs at no additional cost.

Faculty/Staff

| Full-time faculty | + | Part-time faculty / 3 | + | Full-time staff | + | Part-time staff / 2 | = | Total faculty / staff FTE |

Students (Optional)

| Full-time students | + | Part-time students / 3 | = | Total students FTE |

3.3. License Type

The ELA is a subscription licensing agreement. Customers can use the ELA-licensed products for the term of the ELA agreement.

3.4. Agreement Term

The term of the ELA will be two or three years.

3.5. Enrollment Minimum

3.5.1. ELA

The ELA has a minimum enrollment of 500 users. Customers must enroll the entire organization to participate in the ELA. Example: If the organization has 5,000 employees, the customer must enroll all 5,000 employees (not just part) to correctly calculate the cost and benefits of the ELA. The ELA is available to all current and new Ivanti customers with 500 or more employees.

100+

Licensing agreements start for enterprises with as few as 100 users.

3.5.2. ELA for Education

The ELA for Education has a minimum enrollment of 500 users. Customers must enroll the entire organization to participate in the ELA for Education. The ELA for Education is available to current and new Ivanti customers that qualify as an academic institution with 500 or more employees.

3.5.3. ELA for SMB

3.5.4.

The ELA for SMB has a minimum enrollment of 100 users. Customers must enroll the entire organization to participate in the ELA for SMB. The ELA for SMB is available to all current and new Ivanti customers with more than 100 employees.

3.6. Products Included in the ELA

As mentioned earlier in the program guide, Ivanti offers customers four ELA product offerings:

1. **Unified IT** – Unified IT includes user subscription licenses for all five product families, including ratio-based server and analyst subscription licenses. Additionally, Unified IT includes Ivanti Cloud, Ivanti Automation Enterprise, Ivanti Password Director, Ivanti Xtraction Enterprise, and the 10 most popular Ivanti Xtraction Connectors. Specific product SKU's contained in Unified IT can be found in Appendix A of this document.

2. **Pick 2** – Pick 2 includes user subscription licenses for any two product families, including ratio-based server and analyst subscription licenses. Additionally, a Pick 2 includes Ivanti Cloud, Ivanti Automation Standard, and Ivanti Xtraction Enterprise. A Pick 2 that includes the Identity family will also include Password Director and Automation Enterprise. Specific product SKU's contained in a Pick 2 can be found in Appendix A of this document.

3. **Pick 1** – Pick 1 includes user subscription licenses for any one product family, including ratio-based server and analyst subscription licenses. Additionally, a Pick 1 includes Ivanti Cloud, Ivanti Automation Standard, and Ivanti Xtraction Enterprise. A Pick 1 that includes the Identity family will also include Password Director and Automation Enterprise. Specific product SKU's contained in a Pick 1 can be found in Appendix A of this document.

4. **ELA for SMB** – ELA for SMB includes user subscription licenses for all five product families, including ratio-based server and analyst subscription licenses. Additionally, ELA for SMB includes Ivanti Cloud, Ivanti Automation Standard, and Ivanti Xtraction Enterprise. Specific product SKU's contained in ELA for SMB can be found in Appendix B of this document. All ELA for SMB agreements must be paid for up front. There is no annual billing option.

3.7. Endpoints, Servers, and Analyst Licenses

The ELA offers customers a combination of products designed to manage endpoints, servers, and analyst-based products. The base price of the ELA allows the customer to manage endpoints equal to the user count declared by the customer. If users have multiple devices, all devices for each declared user can be managed for no additional fee. The ELA also includes server and analyst licenses based on a pre-determined ratio set forth in the program. Should the customer require additional server or analyst licenses, these can be purchased at discounted pricing. Appendix A outlines the standard entitlement.

Analysts and Server licenses have pre-determined ratios.

3.8. Ivanti Identity Director

Ivanti Identity Director provides an attribute-based approach to identity management and access with automated provisioning, workflows, and self-service. It manages and enforces entitlements, and adapts rights automatically as roles change or workers leave. People get the right levels of access based on their identity, giving them the ability to stay productive, while the business remains secure. The ELA license for Ivanti Identity Director, as shown in Appendix A, also includes licenses for Ivanti Password Director and Ivanti Automation, further explained below.

3.9. Ivanti Password Director

Ivanti Password Director is based upon the self-service password reset functionality in Ivanti Identity Director (our identity and access management solution) and is available to all customers purchasing either Unified IT, a Pick 2, or a Pick 1 ELA that includes the Identity Management product family. It is also included in the ELA for SMB.

3.10. Ivanti Automation

Ivanti Automation streamlines and automates IT infrastructure, cloud, and workspace automation processes required to support business. It transforms manual and labor-intensive tasks into automated processes, maintained in a single, easily navigated repository, while removing the risk for error and creating a strong audit trail. Each ELA, with the exception of the ELA for SMB, includes Ivanti Automation Standard with automation connectors to other Ivanti products.

Automation Standard included with all ELAs— Enterprise version with Identity product family.

When a customer purchases a Unified IT, Pick 2, or Pick 1 ELA that includes the Identity Management product family, they receive Ivanti Automation Enterprise, which includes automation connectors to Ivanti products and dozens of third-party technologies and solutions. This entitlement requires the customer to install Ivanti Identity Director and activate Identity Director Automation in the product. Instructions for activating Ivanti Automation can be found in the product Admin Guide.

3.11. Ivanti Cloud

Ivanti® Cloud delivers additional intelligence, actions, and automation across your IT. Ask Ivanti Cloud a question and receive real-time intelligence or connect data from across IT and receive recommendations about what to do next. It's ideal for troubleshooting issues or proactively searching out security threats.

Ivanti Cloud is available to all ELA customers.

Ivanti Cloud includes such features as Smart Advisors (dashboards and recommendations based on your data), Real-time capabilities (intelligence from and actions at your edge devices), Data Services (unifies data with connectors, normalization, and reconciliation), Automation Fabric (built-in automation with ability to script actions and automations), and more.

The ELA includes an Ivanti Cloud tenant. Ivanti Cloud is available to all ELA customers and there are currently no limitations on usage.

3.12. Ivanti Xtraction Enterprise

The ELA includes Xtraction Enterprise Server. The server comes with two analyst licenses. Customers purchasing Unified IT or Pick 2 receive an additional analyst license for every 500 users. The Pick 1 and SMB versions of the ELA receive two analyst licenses but can purchase additional licenses if needed.

Reporting with unlimited viewers for all ELA customers—Top 10 connectors included for Unified IT ELA customers.

Xtraction user licenses are concurrent licenses (as opposed to named licenses). Each user that logs into the Xtraction web interface will consume an available license while they are logged in. Once they log out, the user license is released and available for someone else to use.

With an Enterprise Xtraction license, only users that have an assigned role (administrator, designer, etc.) require an available license. Users without any roles do not require a user license.

3.13. Cloud and SaaS Hosting Fee

The ELA offers customers a combination of on-premises and software-as-a-service (SaaS) products. The base price of the ELA will include the use of the on-premises products. If a customer chooses to deploy SaaS products, other than Ivanti License Optimizer, which require hosting services, the customer will pay an additional fee to offset the additional transaction costs incurred by Ivanti. This additional hosting fee will only be charged for SaaS or Cloud products that the customer chooses to implement. Customers will notify Ivanti of their intention to use those products, after which Ivanti will create tenant instances for the customer.

3.14. Professional Services

ELA customers, at their option, are encouraged to consider purchasing professional services from Ivanti or Ivanti partners to ensure they have all the resources necessary to successfully deploy their Ivanti ELA products.

3.15. Technical Support

ELA customers will receive Standard Ivanti Technical Support according to the terms outlined on the Ivanti customer support website. Customers, at their option, are encouraged to consider purchasing a higher level of support to ensure they have all the resources necessary to deploy and maintain their Ivanti ELA products successfully.

3.16. Training

ELA customers, at their option, are encouraged to consider purchasing training services from Ivanti or Ivanti partners to ensure they have all the resources necessary to successfully deploy and maintain their Ivanti ELA products.

4. Appendix A – Product Entitlement – UIT, Pick 2, and Pick 1

The following product SKU's are part of the respective product family entitlements for UIT, Pick 2, and Pick 1. All SKUs with entitlements listed as "User-based" will be issued three licenses per user as declared in the agreement user count.

4.1. Unified Endpoint Management

Ivanti SKU	Product Description	Number of Licenses
UEM-S	Ivanti Unified Endpoint Manager	User-based
LDVCSA-L	Ivanti Virtual Cloud Services Appliance	1:3000
DN GSP 12 EN	Ivanti File Director	User-based
PM SUB 12 F	Ivanti Performance Manager	User-based
EM SUB 12 F	Ivanti Environment Manager	User-based
AM SUB 12 F	Ivanti Application Control – Named User License	User-based
AC LIC 00 SVR	Ivanti Application Control – Server (not XenApp/RDSH)	1:5

4.2. Endpoint Security

Ivanti SKU	Product Description	Number of Licenses
ISEC-P-WS-S1	Ivanti Security Controls - Patch Workstations	User-based
ISEC-P-SV-S1	Ivanti Security Controls – Patch Servers	1:5
ISEC-AC-NU-S1	Ivanti Security Controls – Application Control – Named User	User-based
ISEC-AC-CU-S1	Ivanti Security Controls – Application Control – Concurrent	1:5
S-PSCCM-S	Ivanti Patch for Microsoft System Center	User-based
AM SUB 12 F	Ivanti Application Control – Named User License	User-based
AC LIC 00 SVR	Ivanti Application Control – Server (not XenApp/RDSH)	1:5
P-SV-S	Ivanti Patch for Linux UNIX	1:5

Ivanti SKU	Product Description	Number of Licenses
P-WS-S	Ivanti Patch for Mac	User-based
DAC-DC-S	Ivanti Device and Application Control (DC Only)	User-based

4.3. Asset Management

Ivanti SKU	Product Description	Number of Licenses
AM-AMP-S1	Ivanti Asset Manager Premise (10,000 Assets, 15 Analysts)	1
ITAM-LOC-S	Ivanti License Optimizer for Clients	User-based
ITAM-LOS-S	Ivanti License Optimizer for Servers	1:10

4.4. Service Management

Ivanti SKU	Product Description	Number of Licenses
SM-SM-FXD-L	Ivanti Service Manager (Fixed Analyst)	1:50
SM-VOICE-BU-L	Ivanti Service Manager – Voice Backup Premise	1
SM-VOICE-SUP-L	Ivanti Service Manager – Voice Automation Supervisor	1:50
SM-VOICE-AGENT-L	Ivanti Service Manager – Voice Automation Agent Premise	1:50
SM-VOICE-WSU-L	Ivanti Service Manager – Voice Additional Web Stats Premise	1:5
SM-VOICE-PORT-L	Ivanti Service Manager – Voice Additional Voice and Routing Port Premise	1:50

4.5. Identity Management

Ivanti SKU	Product Description	Number of Licenses
IDI-P-L	Identity Director Identity (Includes Password Director, Automation Enterprise)	User-based
IDA-P-L	Identity Director Access	User-based

4.6. Ivanti Cloud

Ivanti SKU	Product Description	Number of Licenses
IC-IC-C	Ivanti Cloud	1

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4.7. Xtraction

4.7.1. Xtraction as Part of Pick 2 or Pick 1 w/ UEM or Security

Ivanti SKU	Product Description	Number of Licenses
XTRENTSVR-S	Ivanti Xtraction Enterprise Server (Includes 2 Analysts)	1
XTRANALYST-S	Ivanti Xtraction Enterprise Analyst	1:500
XTRCMSSCCM-S	Ivanti Xtraction Connector – MS SCCM	1

4.7.2. Xtraction as Part of Pick 2 or Pick 1 w/o UEM or Security

Ivanti SKU	Product Description	Number of Licenses
XTRENTSVR-S	Ivanti Xtraction Enterprise Server (Includes 2 Analysts)	1
XTRANALYST-S	Ivanti Xtraction Enterprise Analyst	1:500

4.7.3. Xtraction as Part of Unified IT

Ivanti SKU	Product Description	Number of Licenses
XTRENTSVR-S	Ivanti Xtraction Enterprise Server (Includes 2 Analysts)	1
XTRANALYST-S	Ivanti Xtraction Enterprise Analyst	1:500
XTRCMSSCCM-S	Ivanti Xtraction Connector – MS SCCM	1
XTRCSN-S	Ivanti Xtraction Connector – ServiceNow	1
XTRCMSAD-S	Ivanti Xtraction Connector – MS Active Directory	1
XTRCAVAYA-S	Ivanti Xtraction Connector – Avaya CMS	1
XTRCCUCCX-S	Ivanti Xtraction Connector – Cisco UCCX	1
XTRCCASDM-S	Ivanti Xtraction Connector – CA SDM/CMDB	1
XTRCBMCREM-S	Ivanti Xtraction Connector – BMC Remedy	1
XTRCSW-S	Ivanti Xtraction Connector – SolarWinds – Node Manager	1
XTRCHPSM-S	Ivanti Xtraction Connector – HP Service Manager Sub	1
XTRCMSSCOM-S	Ivanti Xtraction Connector – MS SCOM	1

5. Appendix B – Product Entitlement – ELA for SMB

The following product SKU's constitute the ELA for SMB entitlement:

Ivanti SKU	Product Description	Number of Licenses
UEM-S	Ivanti Unified Endpoint Manager	User-based
UEM-DISC-S	Ivanti Endpoint Discovery (Includes Inventory, Data Analytics)	1
LDVCSA-L	Ivanti Virtual Cloud Services Appliance	1
EPM-SECURITY-S	Ivanti Security Suite and Privilege Management	User-based
ISEC-P-WS-S1	Ivanti Security Controls - Patch Workstations	User-based
ISEC-P-SV-S1	Ivanti Security Controls – Patch Servers	1:5
ISEC-AC-NU-S1	Ivanti Security Controls – Application Control – Named User	User-based
ISEC-AC-CU-S1	Ivanti Security Controls – Application Control – Concurrent	1:5
SM-SMAMCU-L	Ivanti Service Manager Concurrent Analyst w/ Asset Manager	1:50
PWD-STD-P-L	Ivanti Password Director Standard	User-based
IC-IC-C1	Ivanti Cloud	1
XTRENTSVR	Ivanti Xtraction Enterprise Server (Includes 2 Analysts)	1

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