

Partners Licensing Group

CONTACT SHEET



| Vendor Name | Bookings | 800-456-8000 ext | EMAIL ***@IngramMicro.com | PLG Manager | Connection Sr Manager Escalation | Hours of Operation |
|----------------------------------------|----------|------------------|------------------------------|----------------|----------------------------------------|--------------------|
| Acronis *® | | 76789 | Acronis-Licensing | JP | JD | 8:30am-5:30pm EST |
| Adobe ® | | 76578 | Adobe-Licensing | DD | | 8:30am-8:00pm EST |
| AlienVault *® | | 76581 | AlienVault-Licensing | AC | | 8:30am-6:30pm EST |
| Arcserve *® | | 76402 | Arcserve-Licensing | JP | JD | 8:30am-5:30pm EST |
| Atakama | | 77919 | Atakama -Licensing | JP | JD | 8:30am-5:30pm EST |
| Autodesk *® | | 76027 | Autodesk-Licensing | JD | JD | 8:30am-8:00pm EST |
| AVG (Avast) ® | | 76889 | AVG-Licensing | JP | JD | 8:30am-6:30pm EST |
| Axis Communications | | 76112 | Axis-Licensing | JP | JD | 8:30am-5:30pm EST |
| Binary Defense ® | | 77919 | BinaryDefense-Licensing | JP | JD | 8:30am-5:30pm EST |
| Bitdefender ® | | 76597 | Bitdefender-Licensing | JP | JD | 8:30am-5:30pm EST |
| Blanco® | | 77919 | Blanco-Licensing | JP | JD | 8:30am-5:30pm EST |
| BlueJeans | | 76530 | BlueJeans-Licensing | JP | JD | 8:30am-5:30pm EST |
| Channel Works | | 76110 | Channelworks-Licensing | JP | JD | 8:30am-5:30pm EST |
| Check Point *® | | 76483 | Checkpoint-Licensing | JX | JD | 8:30am-6:30pm EST |
| Citrix ® | | 76484 | Citrix-Licensing | MM | | 8:30am-8:00pm EST |
| Cofense ® | | 76526 | Cofense-Licensing | FG | JD | 8:30am-5:30pm EST |
| Conduv *® | | 76487 | Conduv-Licensing | VM | | 8:30am-8:00pm EST |
| Corel *® | | 76485 | Corel-Licensing | VM | | 8:30am-8:00pm EST |
| Critical Start | | 77919 | CriticalStart-Licensing | JP | JD | 8:30am-5:30pm EST |
| CrowdStrike | | 77919 | CrowdStrike-Licensing | JP | JD | 8:30sm 5:30PM EST |
| Cymulate | | 77919 | Cymulate-Licensing | JP | JD | 8:30am-5:30pm EST |
| EKAHAU ® | | 77919 | EKAHAU-Licensing | JP | JD | 8:30am-5:30pm EST |
| Erwin *® | | 76151 | Erwin-Licensing | JP | JD | 8:30am-5:30pm EST |
| ESET ® | | 76853 | Eset-Licensing | JX | JD | 8:30am-6:30pm EST |
| EVA Team (Vendors- listed on page 3) ® | | E-mail Only | EVA-Team | GM | | 8:30am-8:00pm EST |
| Evidian ® | | 77919 | Evidian-Licensing | JP | JD | 8:30am-5:30pm EST |
| F5 *® | | 76623 | F5-Team | JD | JD | 8:30am-8:00pm EST |
| Fire Eye *® (Trellix) | | 76479 | FireEye-Licensing | DD | | 8:30am-8:00pm EST |
| Forcepoint *® | | 76797 | Forcepoint-Licensing | JX | JD | 8:30am-6:30pm EST |
| Fortinet *® | | 76439 | Fortinet-Licensing | RC | JR | 8:30am-8:00pm EST |
| GoGuardian | | E-mail Only | GoGuardian-Licensing | FG | JD | 8:30am-5:30pm EST |
| Google Solutions *® | | 76887 | Google-Solutions | FG | JD | 8:30am-5:30pm EST |
| IBM Software *® | | 76043 | IBM-Licensing | CS | | 8:30am-8:00pm EST |
| Iboss | | 77919 | IBoss-Licensing | JP | JD | 8:30am-5:30pm EST |
| IGEL *® | | 76459 | Igel-Licensing | MM | | 8:30am-5:30pm EST |
| Infoblox (CDW Only) | | Email Only | Infoblox-licensing | FG | JD | 8:30am-5:30pm EST |
| Infragistics *® | | E-mail Only | Infragistics-Licensing | AC | | 8:30am-6:30pm EST |
| Ivanti *® (includes Pulse Secure) | | 77967 | Ivanti-Licensing | JX | JD | 8:30am-6:30pm EST |
| Juniper Networks *® | | 76441 | Juniper-Licensing | DM | JD | 8:30am-8:00pm EST |
| Kaspersky *® | | 76752 | Kaspersky-Licensing | JP | JD | 8:30am-6:30pm EST |
| Kofax® | | 76528 | Kofax-Licensing | VM | | 8:30am-8:00pm EST |
| Lookout *® | | E-mail Only | Lookout-Licensing | JP | JD | 8:30am-5:30pm EST |
| McAfee *® (Trellix) | | 76574 | McAfee-Licensing | DD | | 8:30am-8:00pm EST |
| Microsoft Open Licensing (MOLP) *® | | 76163 | Microsoft-Licensing | LP | | 8:30am-8:00pm EST |
| Microsoft CSP ® | | 76163 opt 8 | Microsoft-Licensing | LP | | 8:30am-8:00pm EST |
| Microsoft Campus & School Agreements ® | | 76163 opt 6 | Open.Value | LP | | 8:30am-8:00pm EST |

* indicates Reprints are in Licensing Locator
 (R) indicates Vendor is in RenewVue

Updated June 27th 2023



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| | | | | | | |
|--------------------------------------------|--|-------------|------------------------|----|----|-------------------|
| Microsoft Open Value ® | | 76163 opt 4 | Open.Value | LP | | 8:30am-8:00pm EST |
| Microsoft SPLA ® | | 76163 opt 5 | Microsoft-SPLA | LP | | 8:30am-8:00pm EST |
| Milestone * ® | | 76893 | Milestone-Licensing | VM | | 8:30am-8:00pm EST |
| Mimecast ® | | 76572 | Mimecast-Licensing | FG | JD | 8:30am-5:30pm EST |
| Mist ® | | 76529 | Mist-Licensing | DM | JD | 8:30am-8:00pm EST |
| Morpheus | | 77919 | Morpheus-Licensing | JP | JD | 8:30am-5:30pm EST |
| NetAlly ® | | 76543 | NetAlly-licensing | JP | JD | 8:30am-6:30pm EST |
| NetScout (Airmagnet) * ® | | 77611 | Netscout-Licensing | JP | JD | 8:30am-6:30pm EST |
| Nuance * ® | | 76449 | NuanceDragon-Licensing | AC | | 8:30am-8:00pm EST |
| OKTA | | 76537 | OKTA-Licensing | FG | JD | 8:30am-5:30pm EST |
| OPSWAT | | 77919 | OPSWAT-Licensing | JP | JD | 8:30am 5:30PM EST |
| Proofpoint ® | | 76496 | Proofpoint-Licensing | JP | JD | 8:30am-8:00pm EST |
| Quickbooks Support ® | | 76108 | Quickbooks Support | VM | | 8:30am-8:00pm EST |
| Red Hat * ® | | 76409 | RedHat-Licensing | AM | JD | 8:30am-6:30pm EST |
| RSA * ® | | 76058 | RSA-Licensing | JD | JD | 8:30am-8:00pm EST |
| SMART ® | | 76416 | Smart-Licensing | FG | JD | 8:30am-5:30pm EST |
| SonicWall Legacy Renewals | | 76531 | SonicWall-Renewals | FG | JD | 9:30am-5:30pm EST |
| SonicWall SECaaS ® (Security As A Service) | | 76521 | SonicWall-SECaaS | FG | JD | 8:30am-5:30pm EST |
| Sophos * ® | | 76448 | Sophos-Licensing | DD | | 8:30am-8:00pm EST |
| SUSE * ® | | 76936 | Suse-Licensing | JP | JD | 8:30am-5:30pm EST |
| Tenable * ® | | 77938 | Tenable-Licensing | CS | | 8:30am-6:30pm EST |
| Trellix (Fire eye and McAfee) | | 76574 | Trellix-Licensing | DD | | 8:30am-8:00pm EST |
| Trend Micro * ® | | 76494 | Trend-Licensing | JX | JD | 8:30am-8:00pm EST |
| Trustifi ® | | 77919 | Trustifi-Licensing | JP | JD | 8:30am-5:30pm EST |
| Veeam * ® | | 76582 | Veeam-Licensing | MM | | 7:30am-8:00pm EST |
| Veritas * ® | | 76715 | Veritas-Licensing | AM | JR | 8:30am-8:00pm EST |
| Viavi ® | | 76516 | Viavi-Licensing | JP | | 8:30am-5:30pm EST |
| Vmware * ® | | 76488 | VMWare-Licensing | JR | JR | 8:30am-8:00pm EST |
| VMware - Public Sector * ® | | 77648 | VMWare-Licensing | JR | JR | 8:30am-8:00pm EST |
| Watchguard | | 76111 | Watchguard-Licensing | JP | JD | 8:30am-5:30pm EST |
| Zebra * ® | | 76173 | Zebra-Licensing | FG | JD | 8:30am-5:30pm EST |

Integration Services *Total System Configurations/ Solutions*

| | | | | | | |
|----------------------------------------------|--------------|-------|--------------------------------------|-----------------|--|-----------------------------------------------------------------------|
| | | 77961 | ConfigRequests | JD | | 8:30am-5:30pm EST |
| Cloud Sales Team | 800-705-7057 | | EMAIL ***@IngramMicro.com | Initials | | Hours of Operation |
| Cloud Management Services | Option 1 | | Cloud.Management | MG | | 8:30am-8:00pm EST |
| Cloud Security | Option 2 | | Cloud.Security | MG | | 8:30am-8:00pm EST |
| Cloud Applications & Platform | Option 3 | | Cloud.Applications | MG | | 8:30am-8:00pm EST |
| Cloud Infrastructure | Option 4 | | Cloud.Infrastructure | MG | | 8:30am-8:00pm EST |
| Cloud Communication & Collaboration | Option 5 | | Cloud.Communication | MG | | 8:30am-8:00pm EST |
| Ingram Micro Cloud Services Line Card | | | | | | MG = Michael Giambanco 66659 Michael.Giambanco@ingrammicro.com |

| Renewal Services | | Desk | EMAIL ***@IngramMicro.com | Initials | Connection Manager | Hours of Operation |
|---------------------------------------------------------------------|-------------|------|----------------------------------------|----------|--------------------|--------------------|
| <i>Vendor Specific Proactive Renewals General Inquiries</i> | Vmware RSD | | RenewalServices-VMware | AM | JR | 8:30am-5:30pm EST |
| | Tenable RSD | | Tenable-Renewals | CS | | 8:30am-5:30pm EST |
| | Adobe RSD | | Adobe-Renewals | DD | | 8:30am-5:30pm EST |

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(R) indicates Vendor is in RenewVue



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| | | | |
|------------------------------------------------------|-------------------|--------------|--|
| Book time to discuss | Xvantage Renewals | | |
| Licensing Department Fax Number: | | 716-616-2006 | |
| *There is now one fax number for all licensing desks | | | |

| Escalation Only- Managers | EXT. | EMAIL | ***@IngramMicro.com |
|---------------------------|-------|-------------------|---------------------|
| AM= Andrew McCabe | 67661 | Andrew.McCabe | |
| CS= Caitlin Schneider | 67713 | Caitlin.Schneider | |
| DD= Dana Dade | 67715 | Dana.Dade | |
| DM= Danielle Morris | 65175 | Danielle.Morris | |
| FG= Frank Gamel | 66225 | Frank.Gamel | |
| JD= Jeff Drager | 67758 | Jeffrey.Drager | |
| JP= Jimmy Payne | 65204 | James.Payne | |
| JR= Jared Rojek | 65300 | Jared.Rojek | |
| JX= Judy Denler | 66254 | Judy.Denler | |
| LP= Lori Pratt | 66962 | Lori.Pratt | |
| MM= Mich Mendez | 67732 | Michel.Mendez | |
| RC= Renee Crosby | 67026 | Renee.Crosby | |

| Escalation Only- Team Lead | EXT. | EMAIL | ***@IngramMicro.com |
|----------------------------|-------|----------------|---------------------|
| VM= Vanesa Mendoza | 35485 | Vanesa.Mendoza | |
| AC= Ana Lyn Cinco | 35512 | Ana.Cinco | |
| GM = Gener Maulit | 35155 | Gener.Maulit | |

Connection Senior Manager

Escalation:

| Managers | EXT. | EMAIL | ***@IngramMicro.com |
|-----------------|-------|----------------|---------------------|
| JD= Jeff Drager | 67758 | Jeffrey.Drager | |
| JR= Jared Rojek | 65300 | Jared.Rojek | |

Click below to take you to
The SD&S Contact Menu

Solution Design & Services Contact Menu



EVA Team

ESSENTIAL VENDOR ADVOCATES

The **EVA** Desk is a team created to provide basic customer support for the various direct ship programs listed below. We facilitate licensing programs for many vendors who are not currently supported by the Partners Licensing Group. Other types of direct ship vendor programs are also supported by this desk. We also handle some non-licensing direct ship vendor programs. We are constantly refreshing the list of vendors we support. We will provide all order management and basic communications for these vendors.

We communicate by email only: EVA-team@IngramMicro.com

| Vendor Name |
|--------------------------------|
| HID GLOBAL - FARGO ELECTRONICS |
| Samsung Business Services |

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Partners Licensing Group

CONTACT SHEET



- Samsung Knox
- Samsung Knox Canada
- Samsung Warranties
- [Hours of Operation: 8:30am-8:00](#)

When requesting a quote, please include account number, contact name, email address, end username, and what they want quoted

NOTE: We only quote for Samsung Knox Canada. Other quote request should be handled by the account sales team.

| Escalation Only- Team Lead | EXT. | EMAIL | ***@IngramMicro.com |
|----------------------------|-------|-------|---------------------|
| VM= Vanesa Mendoza | 35485 | | Vanesa.Mendoza |
| AC= Ana Lyn Cinco | 35512 | | Ana.Cinco |

*Some programs require vendor authorization.
Our vendor program list will be updated on an ongoing basis.*