

Partners Licensing Group

CONTACT SHEET



Vendor Name	800-456-8000 ext	EMAIL ***@IngramMicro.com	Initials	Hours of Operation
Acronis *®	76789	Acronis-Licensing	JP	8:30am-6:30pm EST
Actifio	77919	Actifio-Licensing	JP	8:30am-6:30pm EST
Adobe ®	76578	Adobe-Licensing	GE	8:30am-8:00pm EST
AlienVault *®	76581	AlienVault-Licensing	JP	8:30am-6:30pm EST
Arcserve *®	76402	Arcserve-Licensing	JP	8:30am-6:30pm EST
Arctic Wolf ®	76527	ArcticWolf-Licensing	FG	8:30am-6:30pm EST
Atakama	77919	Atakama -Licensing	JP	8:30am-6:30pm EST
Autodesk *®	76027	Autodesk-Licensing	JD	8:30am-8:00pm EST
AVG (Avast) ®	76889	AVG-Licensing	JP	8:30am-6:30pm EST
Binary Defense ®	77919	BinaryDefense-Licensing	JP	8:30am-5:30pm EST
Bitdefender ®	76597	Bitdefender-Licensing	JP	8:30am-6:30pm EST
Blancco ®	77919	Blancco-Licensing	JP	8:30am-6:30pm EST
BlueJeans	Email Only	BlueJeans-Licensing	JP	8:30am-6:30pm EST
Check Point *®	76483	Checkpoint-Licensing	JX	8:30am-6:30pm EST
Citrix ®	76484	Citrix-Licensing	BC	8:30am-8:00pm EST
Cofense ®	76526	Cofense-Licensing	FG	8:30am-5:30pm EST
ConduSiv *®	76487	ConduSiv-Licensing	AC	8:30am-8:00pm EST
Corel *®	76485	Corel-Licensing	AC	8:30am-8:00pm EST
Critical Start	77919	CriticalStart-Licensing	JP	8:30am-6:30pm EST
Cymulate	77919	Cymulate-Licensing	JP	8:30am-6:30pm EST
EKAHAU ®	77919	EKAHAU-Licensing	JP	8:30am-6:30pm EST
Erwin *®	76151	Erwin-Licensing	JP	8:30am-6:30pm EST
ESET ®	76853	Eset-Licensing	FG	8:30am-6:30pm EST
EVA Team (Various Vendors- listed on page 3) ®	E-mail Only	EVA-Team	AC	8:30am-8:00pm EST
Evidian ®	77919	Evidian-Licensing	JP	8:30am-6:30pm EST
F5 *®	76623	F5-Team	DM	8:30am-8:00pm EST
Fire Eye *®	76479	FireEye-Licensing	DM	8:30am-8:00pm EST
Forcepoint *®	76797	Forcepoint-Licensing	JX	8:30am-6:30pm EST
Fortinet *®	76439	Fortinet-Licensing	GE	8:30am-8:00pm EST
GoGuardian	E-mail Only	GoGuardian-Licensing	FG	8:30am-6:30pm EST
Google Solutions *®	76887	Google-Solutions	FG	8:30am-6:30pm EST
IBM Software *®	76043	IBM-Licensing	JN	8:30am-8:00pm EST
Iboss	77919	IBoss-Licensing	JP	8:30am-6:30pm EST
IGEL *®	76459	Igel-Licensing	BC	8:30am-6:30pm EST
Infragistics *®	E-mail Only	Infragistics-Licensing	JP	8:30am-6:30pm EST
Juniper Networks *®	76441	Juniper-Licensing	LT	8:30am-8:00pm EST
Kaspersky *®	76752	Kaspersky-Licensing	JP	8:30am-6:30pm EST
Kofax ®	76528	Kofax-Licensing	AC	8:30am-8:00pm EST
Lookout *®	E-mail Only	Lookout-Licensing	JP	8:30am-6:30pm EST
McAfee *®	76574	McAfee-Licensing	LT	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
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	AC	8:30am-8:00pm EST
Mimecast ®	76572	Mimecast-Licensing	FG	8:30am-5:30pm EST
Mist ®	76529	Mist-Licensing	LT	8:30am-8:00pm EST
Morpheus	77919	Morpheus-Licensing	JP	8:30am-6:30pm EST

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



Updated March 9th, 2021



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NetAlly®	TBD	NetAlly-licensing	JP	8:30am-6:30pm EST
NetScout (Airmagnet) *®	77611	Netscout-Licensing	JP	8:30am-6:30pm EST
Nuance *®	76449	NuanceDragon-Licensing	JP	8:30am-8:00pm EST
Nyotron®	77919	Nyotron-Licensing	JP	8:30am-6:30pm EST
OffsitedataSync®	77919	OffsitedataSync-Licensing	JP	8:30am-6:30pm EST
Proofpoint®	76496	Proofpoint-Licensing	JP	8:30am-8:00pm EST
Pulse Secure *®	77967	PulseSecure-Licensing	JX	8:30am-8:00pm EST
Puripe WiFi®	77919	PurpleWiFi-Licensing	JP	8:30am-6:30pm EST
Quickbooks Support®	76108	Quickbooks Support	AC	8:30am-8:00pm EST
RedBox®	E-mail Only	Redbox-Licensing	FG	8:30am-5:30pm EST
Red Hat *®	76409	RedHat-Licensing	PM	8:30am-6:30pm EST
RSA *®	76058	RSA-Licensing	DM	8:30am-8:00pm EST
SentinelOne®	E-mail Only	SentinelOne-Licensing	FG	8:30am-6:30pm EST
SMART®	76416	Smart-Licensing	FG	8:30am-6:00pm EST
SonicWall Legacy Renewals	76531	SonicWall-Renewals	FG	9:30am-5:30pm EST
SonicWall SECaaS® (Security As A Service)	76521	SonicWall-SECaaS	FG	8:30am-5:30pm EST
Sophos *®	76448	Sophos-Licensing	PM	8:30am-8:00pm EST
SUSE *®	76936	Suse-Licensing	JP	8:30am-6:30pm EST
Tenable *®	77938	Tenable-Licensing	JR	8:30am-6:30pm EST
Trend Micro *® 	76494	Trend-Licensing	JX	8:30am-8:00pm EST
Trustifi®	77919	Trustifi-Licensing	JP	8:30am-6:30pm EST
Truyo	77919	Truyo-Licensing	JP	8:30am-6:30pm EST
Veeam *®	76582	Veeam-Licensing	GE	8:30am-8:00pm EST
Veritas *®	76715	Veritas-Licensing	PM	8:30am-8:00pm EST
Viavi®	76516	Viavi-Licensing	FG	8:30am-5:30pm EST
Vmware *® 	76488	VMWare-Licensing	JR	8:30am-8:00pm EST
VMware - Public Sector *®	77648	VMWare-Licensing	JR	8:30am-8:00pm EST
Zebra *®	76173	Zebra-Licensing	FG	8:30am-6:30pm EST

Integration Services *Total System Configurations/ Solutions*

	77961	ConfigRequests	JD	8:30am-5:30pm EST
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Cloud Sales Team	800-705-7057	EMAIL ***@IngramMicro.com	Initials	Hours of Operation
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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	Hours of Operation
Vendor Specific Proactive Renewals General Inquiries	Vmware RSD	RenewalServices-VMware	JN	8:30am-5:30pm EST
	Tenable RSD	Tenable-Renewals	JN	8:30am-5:30pm EST
	Adobe RSD	Adobe-Renewals	GE	8:30am-5:30pm EST
	Veeam RSD	Veeam-Renewals	JN	8:30am-5:30pm EST

Licensing Department Fax Number: 716-616-2006

**There is now one fax number for all licensing desks*

Partners Licensing Group

CONTACT SHEET



Escalation Only- Managers	EXT.	EMAIL	***@IngramMicro.com
BC= Bob Casell	66133		Robert.Casell
DM= Danielle Morris	65175		Danielle.Morris
FG= Frank Gamel	66225		Frank.Gamel
GE= Greg Eyrick	66213		Greg.Eyrick
JD= Jeff Drager	67758		Jeffrey.Drager
JP= Jimmy Payne	65204		James.Payne
JR= Jared Rojek	65300		Jared.Rojek
JX= Judy Denler	66254		Judy.Denler
JN= Jessica Neveu	65257		Jessica.Neveu
LP= Lori Pratt	66962		Lori.Pratt
LT= Lynn Tarrant	67476		Lynn.Tarrant
PM= Paula Mancini	67259		Paula.Mancini
Escalation Only- Team Lead	EXT.	EMAIL	***@IngramMicro.com
AC- Ana Lyn Cinco	35512		Ana.Cinco

EVA Team

ESSENTIAL VENDOR ADVOCATES

The EVA team was created to provide limited reseller support for various programs, such as licensing programs not currently supported by the Partners
 EVA will provide quoting, order management, and basic communications for the vendors listed below. We continually refresh the list of vendors we support.

If requesting order status, please include your Ingram account number, purchase order number, order date, and vendor name.

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

Vendor Name
HID GLOBAL - FARGO ELECTRONICS/ AMT
Samsung Business Services
Samsung Knox
Samsung Warranties
Hours of Operation: 8:30am-8:00pm EST

Escalation Only- Team Lead	EXT.	EMAIL	***@IngramMicro.com
AC- Ana Lyn Cinco	35512		Ana.Cinco

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