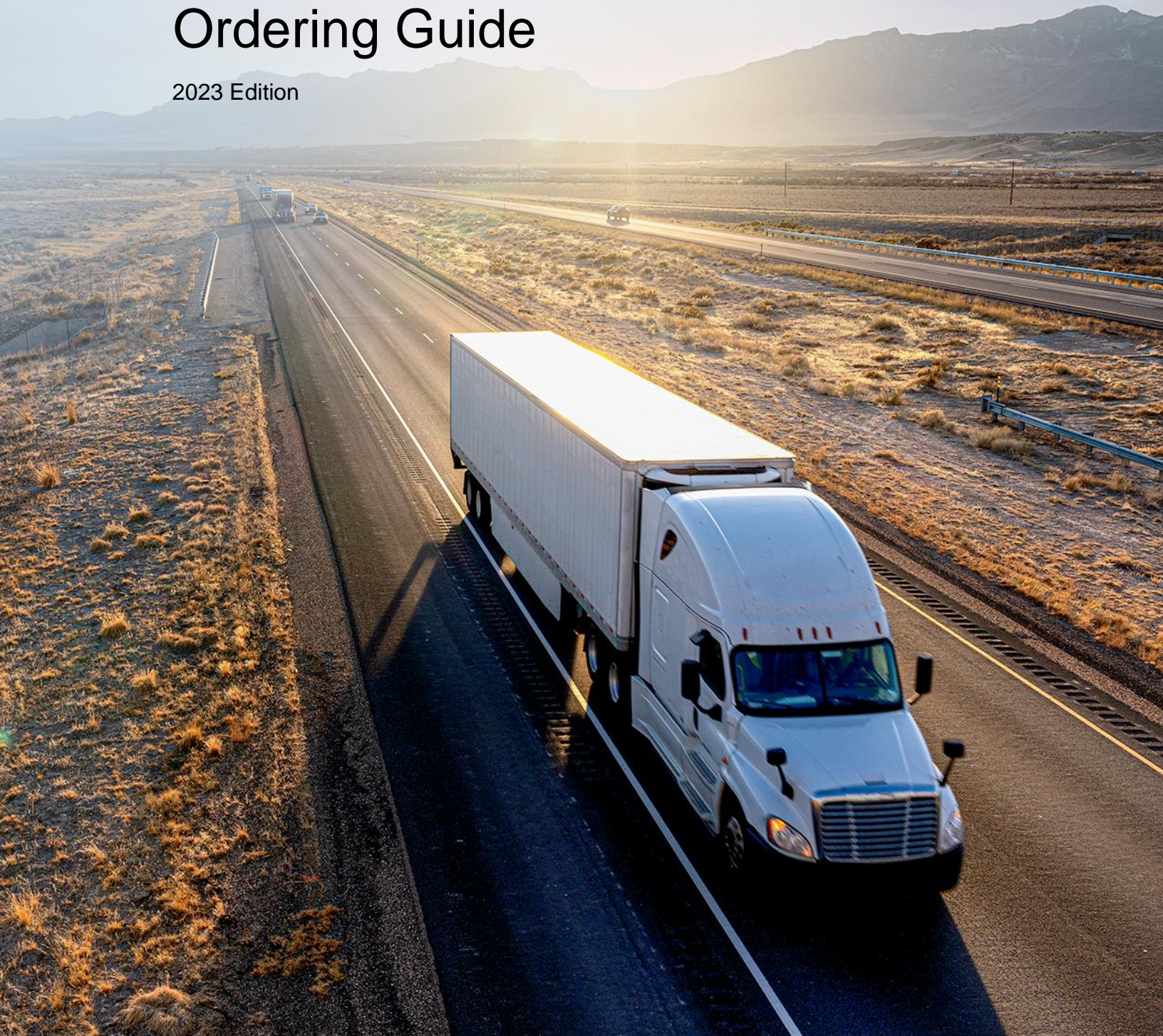


ivanti | **Wavelink**

The Ivanti Supply Chain Ordering Guide

2023 Edition



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Introduction

As a channel-driven organization, Ivanti Wavelink is constantly striving to partner with the industry's most innovative and respected value-added resellers, device manufacturers, enterprise application providers, systems integrators, and distributors. This program is designed to create value, generate leads, drive customer demand, and increase sales and profitability for all Ivanti partners. To achieve these goals and standards, Ivanti partners are organized into categories based on their primary role within the ecosystem.

Ivanti Wavelink partners fall into one of the following categories:

- Enterprise Application Providers
- Enterprise Application Integrators
- Enterprise System Integrators
- Resellers
- Device Manufactures
- Distributors
- Technology Partners

Ordering Ivanti Wavelink 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 Wavelink software 24/7. By visiting the “[How to Buy](#)” page on the Ivanti website, partners can purchase and download software securely and quickly as needed.

Email / Mail Order

Platinum and Gold partners also have the option of ordering directly via email or mail order.

- a. Email for North America and LATAM
ordermanagementamericas@ivanti.com

(Please include your digital signature)

- b. Email for EMEA
ordermanagementemea@ivanti.com

(Please include your digital signature)

- c. By Mail:

Ivanti Corporation: Wavelink
10377 South Jordan Gateway, Suite 110
South Jordan, UT 84095-5956, USA
+1-206-274-4280

Distribution

Silver and Gold partners may purchase Ivanti Wavelink solutions via a distributor. To ensure the most streamlined transaction process, please see ordering via the online store or by email/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. (It is critical that Ivanti Wavelink collect end-user information so we can provide technical support to the end user.)

1. Product number(s)
 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
- 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. This provides 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 Price List (MSRP) 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: ordermanagementamericas@ivanti.com

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

Email: ordermanagementemea@ivanti.com

Frequently Asked Questions

1. How long is an Ivanti license valid?

Ivanti product licenses can be purchased in either perpetual or subscription formats. Perpetual licenses do not expire. However, they are only valid for the initial device they were deployed on. 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 to perpetual license holders at no charge who have purchased the maintenance plan. All Subscription licenses, sold on an annual basis, are eligible to receive the latest software version. Some products purchased via subscription also allow for migration from older products to newer OS equivalents.

2. Do you have demonstration licenses available?

Demonstration Clients for select Supply Chain software can be downloaded from our [Software Downloads](#) site. If you would like a live demonstration, or you would like to receive a 30- or 60-day evaluation license for more in-depth testing, contact your Ivanti Wavelink Account Manager.

3. 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.

4. 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 Partners as a “per incident” charge or free with an Ivanti maintenance plan. Pre-sales support is offered for certified Partners. Ivanti certified Partners will receive priority pre-sale support and can receive limited free technical support during product installation (please call your partner sales manager for details).

5. What are Ivanti’s hours for technical support?

Technical support can be reached Monday through Friday from 8:00 a.m. to 8:00 p.m. (ET). EMEA technical support can be reached Monday through Friday from 9:00 a.m. to 5:00 p.m. (GMT).

6. 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.

Another great resource for product information and updates is the Ivanti Community at <https://forums.ivanti.com>. When you register with the Ivanti Community you have the option to subscribe to, or follow various product landing pages where you will automatically receive email updates when products are added or updated.

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

Mobile Enterprise Applications

Ivanti mobile enterprise apps accelerate mobility deployments by eliminating the costs of developing 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 Mobile to Android, iOS and Windows 10+. 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.

Velocity (Terminal Emulation or Web Browser Applications)

Velocity lets you bring your existing telnet and web-based applications to the latest generation of mobile computers. Mobile Workers accomplish more each shift with intuitive navigation optimized for today's touchscreen mobile devices. Avoid the cost, risk, and effort associated with application 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.

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.

Ordering Ivanti Velocity

Ordering Example – Telnet-based Applications

Purchase example for 100 devices (Effective March 1, 2023, all Velocity client license require a minimum of 1 year maintenance/Support) Using the bundled "LM" part number simplifies ordering and increases partner discount over ordering separate SKU's

Quantity	Part #	Description	MSRP	Total
100	140-LM-VELOCTE	Velocity TE Client License with 1 year maintenance	\$198	\$19,800
		Grand Total		\$19,800

OR

Quantity	Part #	Description	MSRP	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

Ordering Example – Web-based Applications

Purchase example for 100 devices (Effective March 1, 2023, all Velocity client license require a minimum of 1 year maintenance/ Support) Using the bundled “LM” part number simplifies ordering and increases partner discount over ordering separate SKU’s

Quantity	Part #	Description	MSRP	Total
100	140-LM-VELOCWEB	Velocity Web License with 1 year maintenance	\$130.80	\$13,080
		Grand Total		\$13,080

OR

Quantity	Part #	Description	MSRP	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

Ordering Guidelines:

1. All orders for Velocity licenses must include an equal number of the associated maintenance SKU. Maintenance is available in a 1-, 3-, or 5-year term.
2. For Velocity Annual Maintenance SKUs, the annual fee and contract allows unlimited phone support and access to product updates and upgrades. Effective March 1, 2023, all new license purchases must include at least 1 year of maintenance/support.
3. Velocity for Terminal Emulation is available for Android and Windows 10+ devices only.

Velocity for Web-based Applications is available for Android, iOS, and Windows 10.

[More about Velocity](#)

Speakeasy

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 and most importantly higher levels of productivity. 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.

Ordering Example – Android or Windows 10 mobile deployment

Purchase example for 25 devices (Effective March 1, 2023, all Velocity client license require a minimum of 1 year maintenance/Support) Using the bundled “LM” part number simplifies ordering and increases partner discount over ordering separate SKU’s

Quantity	Part #	Description	MSRP	Total
100	140-LM-VELVO	Speakeasy for Velocity License with 1 year maintenance	\$1,079	\$26,975
		Grand Total		\$26,975

OR

Quantity	Part #	Description	MSRP	Total
25	130-LI-VELVO	Speakeasy for Velocity License	\$899	\$22,475
25	130-MA-VELVO	Speakeasy for Velocity 1 year Maintenance	\$180	\$4,500
		Grand Total		\$26,975

Ordering Guidelines:

1. All orders for Speakeasy licenses must include an equal number of the associated maintenance SKU. Maintenance is available in a 1-, 3-, or 5-year term.
2. The Speakeasy run-time client for Industrial Browser and Terminal Emulation (part number 130-LI-VPTNAD),and operates on Windows Mobile and Windows CE devices only.

3. Speakeasy for Velocity (130-LI-VELVO) is an add-on for Ivanti Velocity and Zebra All-Touch TE. This SKU operates on Android and Windows 10+ mobile devices.
4. Annual Maintenance must be purchased along with base license.

[More about Speakeasy](#)

Terminal Emulation

Long the linchpin of supply chain Windows CE/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 Windows Mobile or Windows CE mobile computers from a manufacturer or brand such as Zebra, Honeywell, Datalogic or many others, and connecting to a host-based application? Ivanti Terminal Emulation (TE) is pre-licensed 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 pre-licensed with Ivanti TE, please visit our [Software Downloads](#) page.

Ordering Example

New purchase of 25 telnet clients

Quantity	Part #	Description	MSRP	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

Ordering Guidelines:

1. All orders for Terminal Emulation licenses must include an equal number of the associated maintenance SKU. Maintenance is available in a 1-, 3-, or 5-year term.
2. Emulators consist of client-side software only. Emulators can be purchased in either a 2-in-1 package (part number 120-LI-GENTN2 includes choice of 5250/3270 or VT/HP) or a 4-in-1 package (part number 120-LI-GENTN4 includes 5250/3270/VT/HP all in one emulator). Customers can select their specific 2-in-1 emulator post purchase at the time of registration.
3. See a list of supported manufacturers at <http://www.wavelink.com/download/main.aspx>.
4. For Terminal Emulation Annual Maintenance SKUs, the annual fee and contract allows unlimited phone support and access to product updates and upgrades. If a customer purchases Ivanti software and does not purchase a Maintenance Plan within 12 months of the initial purchase, the customer must purchase an "Upgrade" to receive phone support.

More about Terminal Emulation

Industrial Browser

Ivanti Industrial Browser is a Windows CE/Mobile 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 Terminal Emulation customers can use the same client interface they are familiar with to access their Web-based applications.

Ordering Example

New purchase of 25 Telnet Clients with Industrial Browser

Quantity	Part #	Description	MSRP	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-WIBST0	Industrial Browser with Sa Lic	\$69	\$1,725
25	120-MA-WIBST0	Industrial Browser with Sa License Annual Maintenance	\$13.80	\$345
		Grand Total		\$7,020

Ordering Guidelines:

1. All orders for Industrial Browser licenses must include an equal number of the associated maintenance SKU. Maintenance is available in a 1-, 3-, or 5-year term.
2. Emulators consist of client-side software only. Emulators can be purchased in either a 2-in-1 package (part number 120-LI-GENTN2 includes choice of 5250/3270 or VT/HP) or a 4-in-1 package (part number 120-LI-GENTN4 includes 5250/3270/VT/HP all in one emulator). Customers can select their specific 2-in-1 emulator post purchase at the time of registration.
3. For Industrial Browser Annual Maintenance SKUs, the annual fee and contract allows unlimited phone support and access to product updates and upgrades. If a customer purchases Ivanti software and does not purchase a Maintenance Plan within 12 months of the initial purchase, the customer must purchase an "Upgrade" to receive phone support or product updates/upgrades.
4. Ivanti Industrial Browser is available for Ivanti Terminal Emulation Client version 6.0 and higher. It is available as a standalone product or WITH the purchase of a Terminal Emulation Client 2-in-1 (3270/5250 or VT/HP emulation).
5. Ivanti Industrial Browser is available for Windows Mobile and Windows CE devices only.

[More about Industrial Browser](#)

Mobile Enterprise Apps Frequently Asked Questions

1. **If my customer has purchased Ivanti Telnet Emulators, Browsers or Speakeasy in the past as a perpetual license, can the customer use the current license on a new device type?**

Perpetual Telnet emulation licenses are only valid for the original device they are purchased for. When purchasing new devices, a new license is required. However, customers that purchase subscription licenses can reuse an existing license when replacing a device in the field.

Enterprise Mobility Management Products

Ivanti Neurons for MDM

Sales associates are carrying smartphones. Warehouse workers are using rugged mobile computers. Laptops are everywhere, and wearable barcode scanners are being used for tasks at the loading dock. What if businesses could see, manage, and secure it all in one system? What if organizations or managed service providers could push app and OS updates across all devices, from one cloud-based platform, ensuring the latest security patches? What if operations and corporate IT could be sure each of these endpoints was secure, production ready and fully operational each morning before work begins?

This is what Ivanti Neurons for MDM does. We help centrally manage, secure and service all the connected devices in the ecosystem. Frontline and task workers benefit because you're mitigating downtime, and corporate and operations IT teams (along with security), are on the same page, which improves endpoint and risk management, as well as asset tracking.

Adding Ivanti Mobile Threat Defense reinforces security across these devices by detecting known and zero-day threats so they can be remediated before an incident spreads. Mobile Threat Defense is a module from our MobileIron heritage that can, and is recommended to be, added on to the Ivanti Neurons for MDM implementation.

Ordering Ivanti Neurons for MDM

Ordering Example 1

Purchase of Ivanti Neurons for MDM for 100 mobile devices, plus Mobile Threat Defense add-on

Quantity	Part #	Description	MSRP	Total
100	MI-UEM-D-1YMC-D	Ivanti Neurons for MDM device license (1-year subscription)	\$48	\$4,800
100	MI-MTD-D-1YS-D	Ivanti Mobile Threat Defense device license (1-year subscription)	\$48	\$4,800
		Grand Total		\$9,600

Ordering Example 2

Purchase of Avalanche + Ivanti Neurons for UEM bundle for 100 mobile devices

Quantity	Part #	Description	MSRP	Total
100	310-SUB-AVA-MI-MIG-WLB	Ivanti Avalanche, includes - Ivanti Avalanche device license (1-year subscription) Ivanti Neurons for UEM bundle, includes: - Ivanti Neurons for MDM device license (1-year subscription)	\$56	\$5,600

		<ul style="list-style-type: none"> - Ivanti Neurons for Discovery - Ivanti Neurons Workspace - Ivanti Neurons for Healing 		
		Grand Total		\$5,600

Customers with, for example, 100 devices purchasing this option will receive 100 licenses for each of the components in the bundle, allowing for an at-your-own-pace transition from Avalanche to Neurons for MDM. At the agreement anniversary the volume of devices managed by Neurons for MDM will be assessed, and only the difference will be renewed for Avalanche. Eg, if 100 licenses are purchased, and 70 devices are managed by Neurons for MDM at the end of year 1 then 30 devices will be renewed on Avalanche.

NOTE: Like any MDM solution, Neurons for MDM requires Professional Services to be added in order to properly configure the solution for each customer. Please review the Professional Services section of Ivanti Wavelink Price Guide to identify the services required.

More about Neurons for MDM

Avalanche

Worker productivity ties directly to the operating margin of a business and ensuring their mobile technology has the latest security updates and application patches is a necessary activity maximizing worker productivity. 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 multiple device types — from rugged mobile computers to wearable computers, to tablets.

Ordering Avalanche

Ordering Example

Purchase of Ivanti Avalanche for 100 mobile devices

Quantity	Part #	Description	MSRP	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

[More about Avalanche](#)

Mobile Device Management Frequently Asked Questions

How do I know if I need to purchase Ivanti Neurons for MDM or Avalanche?

If the devices being managed are Android Enterprise, iOS or Windows 10+ then Ivanti Neurons for MDM is the required management platform. Windows Mobile, Windows CE and Pre Android Enterprise devices can be managed using Avalanche.

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 an Ivanti maintenance plan. Can I upgrade my Avalanche licenses?

You can choose to upgrade your Avalanche 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.

I am running Avalanche today and want to purchase Ivanti Neurons for MDM. What are my options?

There are multiple paths open to you, depending on your desired speed of transition. Explore the options by [setting up a demo or free trial](#) and our sales associates will recommend the best options based on your deployment model and business needs.

Is Ivanti Neurons for MDM an option to replace my on-premise Ivanti Avalanche deployment?

Yes. It is now more important than ever for you to consider Android Enterprise because Google has deprecated 'Device Admin' management on Android 10 and above. Ivanti Neurons for MDM offers benefits to transition to cloud-based mobile device management. Call your Ivanti Wavelink sales representative to discuss your device environment and requirements.

Ordering Guidelines for Ivanti Enterprise Mobility Management Products:

1. All orders for EMM perpetual licenses must include an equal number of the associated maintenance SKU. Maintenance is available in a 1-, 3-, or 5-year term.
2. An active Maintenance plan, or a current subscription for Ivanti Enterprise Mobility Management products listed in this Ordering Guide, allow for unlimited phone support and access to product updates and upgrades. If a maintenance plan is allowed to lapse, the customer must purchase a "true-up" on maintenance, or purchase new licenses with maintenance to receive phone support or product updates/upgrades.
3. Avalanche licenses for Smartphone and Tablet device management (320-LI-SDAVDM) are for on-premise installations only. Contact your Ivanti Supply Chain sales representative for more information.
4. Smart Device Remote Control Add-on licenses (310-LI-SMRCADD) and maintenance options (310-MA-SMRCADD/3/5) can only be used when purchasing an Avalanche license at the same time. If purchasing Smart Device Remote Control as a standalone product, the regular license SKU (310-LI-SMRC) and maintenance options (310-MA-SMRC,3/5) should be used.
5. Ivanti Neurons for MDM (MI-UEM-D-1YMC-D) is an annual subscription license. Add-on modules are available, including Mobile Threat Defense and unattended Remote Control. Contact your Ivanti Wavelink sales representative for information on options, packages and Ivanti Neurons platform modules.

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. This version of remote control is an optional component for Avalanche customers only.

Ordering Avalanche Remote Control

Ordering Example 1

Purchase of Avalanche Remote Control for 100 devices

Quantity	Part #	Description	MSRP	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

Ordering Example 2

Purchase of Avalanche and Avalanche Remote Control Combo for 100 devices

Quantity	Part #	Description	MSRP	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

[More about Remote Control](#)

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.

This version of remote control is available for Avalanche customers only.

Ordering Example 1

Purchase of Smart Device Remote Control for 100 devices

Quantity	Part #	Description	MSRP	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

Ordering Example 2

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

Quantity	Part #	Description	MSRP	Total
100	320-LI-SDAVDM	Avalanche – 1 Smart Device Management License	\$50	\$5,000
100	320-MA-SDAVDM	Avalanche – 1 Smart 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

More about Smart Device Remote

Ivanti Avalanche Printer Management

Ivanti Avalanche enables you to securely connect Zebra Link-OS printers to your existing Avalanche ecosystem. Discover printers in the warehouse and bring them under management with a streamlined, remote provisioning process. Once your printers are in Avalanche, push files and settings to them, receive real-time alerts from them, and view their status remotely. Avalanche simplifies printer management, so you can spend your time optimizing instead of troubleshooting.

Terms and Renewals

Printer management is sold as a subscription only, on an annual term. There is no ACV minimum requirement. The rationale behind subscription only licensing is that future versions may include a cloud element where subscription will be the norm.

Multiyear sales can either be paid for in full, or with annual payment terms, split equally over annual payments. Customers can renew at the end of the term. After the purchase the customer will be issued subscription licenses valid for the entire term period, regardless of payment terms. At the end of subscription term those licenses will expire and will need to be replaced with a new license for the renewal term.

For multiyear subscription orders quotes should be created that have a duplicate line for each year of the term for the required quantity of licenses, with start and end dates that run consecutively. This facilitates annual billing.

Ordering Ivanti Avalanche

Ordering Example – New Printers

Purchase of Avalanche for 100 printers.

Quantity	Part #	Description	MSRP	Total
100	330-SUB-PRINT	Avalanche Printer Management Subscription	\$38.40	\$3840
		Grand Total		\$3840.00

Ivanti Neurons for IIoT

Ivanti Neurons for IIoT is an Industrial IoT Platform and Application Enablement product. It allows a customer to connect Velocity, IoT sensors, IoT actuators and other Operational Technologies, to collect data and deliver IoT automation solutions. It is currently offered as an on-premise installation but cloud will follow in the near future.

There are currently two different device types: IIoT Device and Smart Device. **IIoT Devices** are typically IIoT sensors and actuators; think buttons, switches, lights, gas sensors, GPS beacons etc. **Smart devices** are devices that have an operating system and have more capabilities than a sensor or actuator – in this context think of devices running Velocity. Both device types are licensed on a per device **annual subscription only**, with a minimum **1-year term**. See below for more information on how these licenses are packaged.

Base Product Packaging and SKUs

The Ivanti Neurons for IIoT Smart Device subscriptions are sold in a quantity matching the number of devices, 1:1. Ivanti Neurons for IIoT Device subscriptions are sold in bands and the customer must purchase the band that covers them for their total device population.

Product	SKU	MSRP	Notes
Ivanti Neurons for IIoT Smart Device	IN-IIOT-SMRTDVCE-S	\$68.00	Think Velocity. Customers wanting to connect Velocity into the infrastructure will need this license. Annual subscriptions only.
Ivanti Neurons for IIoT Device			
1-50 Devices	IN-IIOT-DVCE50-S	\$799.00	Any sensor or actuator. Bought in bands of licenses to cover the entire IoT device population. Annual subscription only.
51-250 Devices	IN-IIOT-DVCE250-S	\$3,600.00	
251-500 Devices	IN-IIOT-DVCE500-S	\$6,500.00	
501-1,000 Devices	IN-IIOT-DVCE1000-S	\$11,750.00	
1,001-2,500 Devices	IN-IIOT-DVCE2500-S	\$26,500.00	
2501-5,000 Devices	IN-IIOT-DVCE5K-S	\$47,750.00	
5001-10,00 Devices	IN-IIOT-DVCE10K-S	\$85,950.00	

Scenario 1: Net new customer wants Velocity users to summon AMRs

Customer has 390 pickers in their warehouse and 80 AMRs that carry picked items to packing. They will purchase Smart Device licenses on a 1:1 ratio. As there are 80 AMRs the customer will need the 51-250 license band. They are new to Ivanti and will also need to purchase Velocity.

Description	QTY	SKU	MSRP
Ivanti Velocity (TE)	390	140-SUB-VELOCTE	\$40,560.00
Smart device license for 40 Velocity devices	390	IN-IIOT-SMRTDVCE-S	\$26,520.00
IIoT device licenses to cover AMRs	1	IN-IIOT-DVCE250-S	\$3,600.00
		Total	\$70,680.00

Scenario 2: Customer has a fleet of trucks with various sensors

The customer has a fleet of 400 trucks and needs to track various information; location, fuel economy, temperature in the trailer, and a vibration sensor on the engine, which is 4 sensors per vehicle. The customer will purchase licenses to over 400 x 4, or 1600 sensors. This puts them in the 1001-2500 license band.

Description	QTY	SKU	MSRP
Smart device license for 130 Velocity devices	1	IN-IIOT-DVCE2500-S	\$26,500.00
		Total	\$26,500.00

Scenario 3: Customer wants to use our Operational Insights offering across 130 devices

The customer has 2 shifts with 260 total pickers, sharing 130 devices. They want to track picking KPIs for all these users. They need to purchase smart device licenses for each device, which is 130 licenses total.

Description	QTY	SKU	MSRP
Smart device license for 130 Velocity devices	130	IN-IIOT-SMRTDVCE-S	\$8,840.00
		Total	\$8,840.00

Licensing and Fulfilment

In order to generate a license Order Management requires:

- Contact email for someone at the customer site.
 - When they generate the license in our licensing platform an email will be automatically sent to that user with instructions on how to register their license in the platform.
- End customer account name

The platform can only accept a single license, all with a common term date, so any changes in quantities require a new license to be generated and to be co-termed. This is one of the reasons why the sensor licenses are in bands, which should give a customer head room in their licensing for growth without requiring a new license, or additional sales activities.

A customer needs to purchase the tier that covers their entire population in a single license. This may require them to upgrade to the next tier mid-term. For purchases like this the term dates should remain the same and the price difference should be prorated.

More about Neurons for IIoT

Ivanti Neurons for Supply Chain

Ivanti Neurons for Supply Chain is a Wavelink specific cloud offering built upon the Neurons infrastructure. It can be purchased standalone or added to any existing Neurons tenant. The product is aimed at Avalanche customers with Android devices.

Due to the way that the product is fulfilled this is the only item that can be on the purchase order. If the customer is ordering Avalanche, or any other product, at the same time they will need to be on a separate PO.

The product is sold as a per device annual **subscription only**, with a minimum **1-year term** and **100 device minimum**. As this is a cloud product, we need to ensure we adhere to the minimums.

There are service guardrails in place, currently defined as 70 ingress transactions per device per month. Customers who need to exceed these guardrails can purchase additional capacity, detailed later in this document. Currently the Neurons connectors can sync a maximum of once every 24 hours so this should not pose an issue, unless the customer is manually forcing syncs.

Base Product SKUs

Product	SKU	MSRP	Notes
Ivanti Neurons for Supply Chain Platform Ivanti Neurons Platform – inventory Avalanche Connector	IN-PLATFORM-AVA-C	\$3.00	Only required if customer has no other Neurons platform capabilities.
Ivanti Neurons for Supply Chain Smart Battery Management Battery Replacement Campaigns Bluetooth Asset Discovery	IN-SC-C	\$20.00	Add to any Neurons platform purchase.
Ivanti Neurons Connector for Avalanche Avalanche Connector	IN-CON-AVA-C	\$2.00	Adds Avalanche data to an existing Neurons platform.
Ivanti Neurons for Discovery Ivanti Neurons Platform – inventory Discovery Services • Avalanche Connector EPM Connector • CDW Connector CSV Connector • SCCM Connector InTune Connector • MobileIron Connector ServiceNow Connector • Airwatch Connector	IN-DISC-C	\$10.00	Adds discovery services as well as many connectors. Good SKU for any customer with a number of products that they want to connect to the architecture.

Scenario 1: New sale, customer does not have any other Neurons product

The base platform must be purchased, along with the supply chain capabilities on top.

Description	SKU	MSRP
Ivanti Neurons for Supply Chain Platform	IN-PLATFORM-AVA-C	\$3.00
Ivanti Neurons for Supply Chain	IN-SC-C	\$20.00

Scenario 2: New sale, customer already has another Neurons product

Customer needs to add Avalanche data to their Neurons tenant using the Avalanche connector, and then add the Supply Chain capabilities afterwards.

Description	SKU	MSRP
Ivanti Neurons Connector for Avalanche	IN-CON-AVA-C	\$2.00
Ivanti Neurons for Supply Chain	IN-SC-C	\$20.00

Scenario 3: Customer is purchasing Neurons for Discovery and Neurons for Supply Chain

Ivanti Neurons for Discovery already contains the Avalanche connector.

Description	SKU	MSRP
Ivanti Neurons Connector for Discovery	IN-DISC-C	\$10.00
Ivanti Neurons for Supply Chain	IN-SC-C	\$20.00

Add-on Products and Offerings

Product	SKU	MSRP	Notes
Ivanti Neurons Connector for CSV CSV File Connector	IN-CON-CSV-C	\$2.00	Adds ability to import data from CSV files.
Ivanti Neurons Connector for EPM Connector for EPM	IN-CON-CSV-C	\$2.00	Imports EPM data into Neurons.
Ivanti Neurons Additional Capacity Additional ingress transactions	IN-CAPACITY-C	\$0.05	Cost per transaction, billed monthly.

Subscription Orders

Subscription SKUs for many Supply Chain products have been made available, as well as technology changes to facilitate their usage. The intent of the subscription SKUs is to provide customers with another purchase option that allows them to better plan for their annual IT costs. There are other benefits covered in the accompanying materials.

Subscription licenses work in much the same way as existing licenses and maintenance, however, they are not perpetual. The customer is only entitled to use a product for as long as their subscription is current. If the customer does not renew then the licenses will expire, and the customer will receive warnings in their products.

Customers can purchase a subscription license for a legacy product and then freely upgrade to their Android counterpart products. Those subscription licenses will continue to work for Android. A separate maintenance purchase is no longer required. This is true for a number of products – refer to the table below for additional details.

Subscription-Enabled Products

Current Product Subscription	SKU	Enabled Products
TE 7.3	120-SUB-GENTN2	Upgradeable to Velocity TE (v2.0.9 and newer)
WIB 7.3	120-SUB-WIBSTO	Upgradeable to Velocity Web (v2.0.9 and newer)
Velocity TE	140-SUB-VELOCTE	Velocity – All Versions
Velocity Web	140-SUB-VELOCWEB	Velocity – All Versions
Avalanche (WM/CE)	310-SUB-AVH1AD	Upgradeable to Avalanche 6.3.0 Smart Device and newer
Remote Control Add-on (Legacy)	310-SUB-AVRC10	Remote Control Legacy
Avalanche for Smart Devices	320-SUB-SDAVDM	Avalanche 6.3.0 Smart Device
Smart Device Remote Control Standalone	310-SUB-SMRC	Smart Device Remote Control
Smart Device Remote Control Add-on	310-SUB-SMRCADD	Smart Device Remote Control
Avalanche and RC Combo (Legacy)	310-SUB-AVAVRC	-
Speakeasy Add-on for WM/CE	130-SUB-VPTNAD	Speakeasy for Legacy
Speakeasy Add-on for Velocity	130-SUB-VELVO	Speakeasy for Velocity

Pricing Example

Customer purchases 10 Terminal Emulation 7.3 subscription licenses (120-SUB-GENTN2) for their Windows Mobile devices. The customer runs those for a year, and then decides to replace 5 devices with Android devices, with Velocity installed. There is no need to swap out licenses. Velocity will recognize the subscription licenses and consume them for the Velocity Telnet sessions. From the table above, for the line 120-SUB-GENTN2 this shows both legacy TE and Velocity being able to consume those licenses.

The subscription model also allows a customer to upgrade to the latest versions of products as we release them. For example, if a customer purchases an Avalanche subscription today, those licenses will continue to work as we release Avalanche 7 and beyond, again, for as long as their subscription is active.

Terms and Renewals

The initial sale must be for a minimum term of 3 years, either paid for in full, or with annual payment terms, split equally over 3 payments. The annual contract value for annual payment option must be for a minimum of \$15,000, or the local equivalent \$45,000 over 3 years. At the end of the 3-year term the customer can renew annually.

On the initial purchase the customers will be issued subscription licenses valid for the full 3 years, regardless of payment terms. At the end of 3 years those licenses will expire and will need to be replaced a new license for the renewal term.

Submitting Subscription Orders

Orders are to be submitted as normal, with the exception of any order that requires Smart Device Remote Control (Splashtop). As a reminder, an order that includes Smart Device Remote Control will need to be submitted as a second opportunity and quote. Refer to the Smart Device Remote Control section of this guide for pricing examples.

When submitting subscription orders, the customer's licenses will be issued for 100% of the quantity ordered, using the order date as the basis for the 3-year term. The only products that can be on the order are Supply Chain products – no products from other business units can be included, otherwise the order will break.

Ensure you are using the most current part number and pricing

This ordering guide is update annually and may not contain the most recent product part numbers for pricing. As a result, please refer to the Ivanti Wavelink Price Guide or contact your Wavelink partner manager if you are unsure of a specific item.

Ivanti Professional Services

Ivanti offers professional services to install, configure and customize many Supply Chain products. A number of outcome-based, fixed-cost packages are available. Ivanti can also provide custom professional services to customize a Supply Chain product for a specific purpose or to meet the requirements of a specific environment.

Professional Services Products

Pricing is subject to change – For current pricing refer to the Ivanti Wavelink Price Guide or contact your account manager,

Product	SKU	MSRP	Description
Avalanche Core Configuration Package	SVCS-AVA-CORE-WL	\$2,153	Basic configuration and device enrolment for Avalanche.
Avalanche Core Configuration Plus Package	SVCS-AVA-COREP-WL	\$4,305	Expanded configuration and device enrolment for Avalanche.
Avalanche Installation/Migration Package	SVCS-AVA-INSTAL-WL	\$6,458	Avalanche server installation and configuration along with expanded device enrolment.
Velocity TE Installation/Migration Package	SVCS-VEL-TEMIG-WL	\$2,153	Migration from legacy TE and/or installation and configuration of Velocity TE.
Velocity Web Installation/Migration Package	SVCS-VEL-INBRW-WL	\$4,305	Migration from Legacy WIB and/or installation and configuration of Velocity Web.
Velocity Custom Keyboard Creation Package	SVCS-VEL-CSTKEY-WL	\$4,305	Creation of up to five (5) custom keyboards for Velocity.
Velocity SAP Modernization Package	SVCS-VEL-SAP-MOD	\$20,895	Velocity modernization scripts and services for SAP hosts.
Ivanti MobileIron Cloud – Basic Mobile Package	SVCS-MI-MBL-1	\$4,536	Basic MobileIron Android device management deployment
Ivanti MobileIron Core Add-on Package	SVCS-MI-CoreAdd-1	\$4,536	Add-on to Ivanti MobileIron Cloud – Basic Mobile package for on-premises deployments of MobileIron.
Ivanti Neurons for Industrial IoT Server Install Package	SVCS-IIOT-INS-WL	\$4,305	Ivanti Neurons for Industrial IoT server installation, configuration and setup.
Ivanti Neurons for Industrial IoT Operational Insights	SVCS-IIOT-OI-WL	\$12,300	Installation, configuration and setup of Ivanti Neurons for Industrial IoT Operational Insights.
General Consulting, Custom Work (8 hours)	SVCS-8HRS-WL	\$2,153	One day or eight (8) hours of custom professional services (using a custom Statement of Work).
General Consulting, Custom Work (4 hours)	SVCS-4HRS-WL	\$1,077	Four (4) hours of custom professional services (using a custom Statement of Work).
Travel & Expenses (1 Day)	SVCS-T-E-WL	\$525	Travel and expenses for one day for custom services requiring on-site development or testing.

Frequently Asked Professional Services Questions

What is the difference between a packaged service and a custom service?

A packaged service commits to the delivery of a number of items at a fixed price. The professional services are not completed until all items are delivered. Packaged services have a fixed Statement of Work (SOW) that lists the deliverables. Packaged services are also invoiced immediately upon completion of the order.

Custom professional services are time and materials (T&M)-based and require the completion of a custom Statement of Work (SOW). A best estimate is provided on the number of hours to complete the required custom work. Custom services are invoiced as an Ivanti consultant delivers them.

How do I complete a custom SOW?

Customers or partners need to work with their Ivanti Sales representative to create a custom SOW. A Sales representative will put you in contact with an appropriate Ivanti Supply Chain technical resource to scope the requirements, provide an estimate for the number of days required and complete the custom SOW in full. The custom SOW must be signed by an authorized representative on behalf of both the customer and Ivanti. Ivanti uses DocuSign to capture the required signature.

Who delivers Ivanti professional services?

Once an order for professional services is placed, the project is assigned to an Ivanti project manager, and a certified Ivanti consultant. A short kickoff call will be scheduled to review the contracted services and to schedule delivery.

What is the lead time for professional services?

The lead time to begin to deliver professional services is 4 – 6 weeks. Ivanti will attempt to deliver the services sooner but cannot guarantee a lead time of less than 4 – 6 weeks.

Will Ivanti consultant travel onsite to deliver services?

Most Ivanti package services are delivered remotely. Some custom services may require on-site visits to complete the services. On-site service delivery requires an additional flat-rate Travel and Expenses (T&E) charge for each day of travel and on-site work.

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 the Ivanti Customer Portal via a secure Web browser, or by phone at one of the regional support lines listed on the Portal: forums.ivanti.com/s/contactsupport. With convenient business hours, our unique, three-tiered, customer support and engineering teams 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. Customer Care maintenance plan contracts last for 1- 3- or 5-years from the purchase date. New licenses can be added during the initial maintenance plan by purchasing additional 5-year 3-year or 1-year plans, prorated to the original expiration date, but for no less than one full year. 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

1. 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.

2. 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.

3. 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.

4. 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.

5. 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.

6. 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

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

Maintenance Plan: Maintenance SKUs are 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.

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 their software to a more current version at a discount relative to repurchasing the software.

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