



Enterprise License Agreement

Program Guide

Disclaimer

This document, the Ivanti *Enterprise License Agreement Program Guide*, is subject to change and clarification without notice.

If you have questions about the program or any of the content in this document, please contact your Ivanti representative.

Document Revision History

Date	Author / Reviewer	Revision	Change Reference
3/5/2018	Jim Barker / Amber Boehm	2.4	Initial Release
3/14/2018	Jim Barker	2.5	Amended Appendix B Product Entitlement to include Asset Intelligence to the ITAM stack.
3/14/2018	Jim Barker	2.6	Amended Appendix B Product Entitlement Service Manager from Concurrent to Fixed License
3/28/2018	Jim Barker	2.7	Removed 1:1 ratio from entitlement tables in Appendix B

Contents

Disclaimer	2
Document Revision History	3
Executive Summary	6
1. Feature Definitions	7
1.1. License Count.....	7
1.2. License Type	7
1.3. Agreement Term.....	7
1.4. Enrollment Minimum	7
1.5. Products Included In The Agreement	7
1.5.1. Server & Analyst Licenses	9
1.5.2. Cloud & SaaS Hosting Fee	9
1.6. Technical Support.....	9
1.7. Professional Services	9
1.8. Training	9
2. Financial Definitions	10
2.1. Payment	10
2.2. True-Forward.....	10
2.3. Cloud and SaaS.....	10
2.4. Discount Levels	11
2.5. Renewal Cap	11
3. Appendix A – ELA SKU's	12
4. Appendix B – ELA Product Entitlement.....	14
4.1. Unified Endpoint Management (UEM).....	14
4.2. Endpoint Security.....	14
4.2.1. Security with UEM	14
4.2.2. Security without UEM	15
4.3. IT Asset Management (ITAM)	15
4.4. Service Management (SM).....	16
4.5. Identity Management	16
4.6. Xtraction	17

4.6.1. Xtraction as Part of Pick Two with UEM	17
4.6.2. Xtraction as Part of Pick Two without UEM	17
4.6.3. Xtraction as Part of Unified IT (UIT)	17

Executive Summary

The Ivanti Enterprise License Agreement (ELA) is a new licensing vehicle that targets organizations with more than a thousand users who want to standardize their licenses company-wide, own multiple Ivanti products at the best possible pricing and want to retain the opportunity to add software licenses without requiring additional procurement cycles.

Licensing for the ELA is user-based subscription. User count is based on number of company employees and third parties who use the software to support the company. Ivanti server and analyst licenses will be allocated based on the user to server and user to analyst ratios outlined in [Appendix B](#).

The agreement term is two or three years.

During the agreement term, customers have price protection for the initial term of the agreement. They can choose to pay the entire contract purchase upfront or pay annually. Customers will report license usage annually during what is referred to as the [True-Forward](#) period. During the *True-Forward* period, if the customer has deployed additional licenses beyond the number of licenses originally purchased in the previous year, the customer will report the additional licenses. The additional licenses will be added to the existing licenses to establish a new license number that will be used to bill customers going forward. As long as the customer does not increase license deployment more than twenty percent (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 bill the customer going forward.

During the term of the agreement, the customer will be entitled to software upgrades and updates at no cost. The customer will also be entitled to standard Ivanti customer support.

1. Feature Definitions

1.1. License Count

The Ivanti ELA will be licensed on a per user-basis. Customers will provide a user count when executing the ELA. Ninety (90) days prior to each annual anniversary during the term of the agreement, the customer will provide Ivanti with an updated accurate user count to reflect any growth, acquisition and/or additional product deployment. This user count will become the new value used for determining agreement payments for subsequent years.

Ivanti may use independent means for verifying the 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.

1.2. License Type

Products will be licensed on an annual subscription basis for the term of the agreement.

1.3. Agreement Term

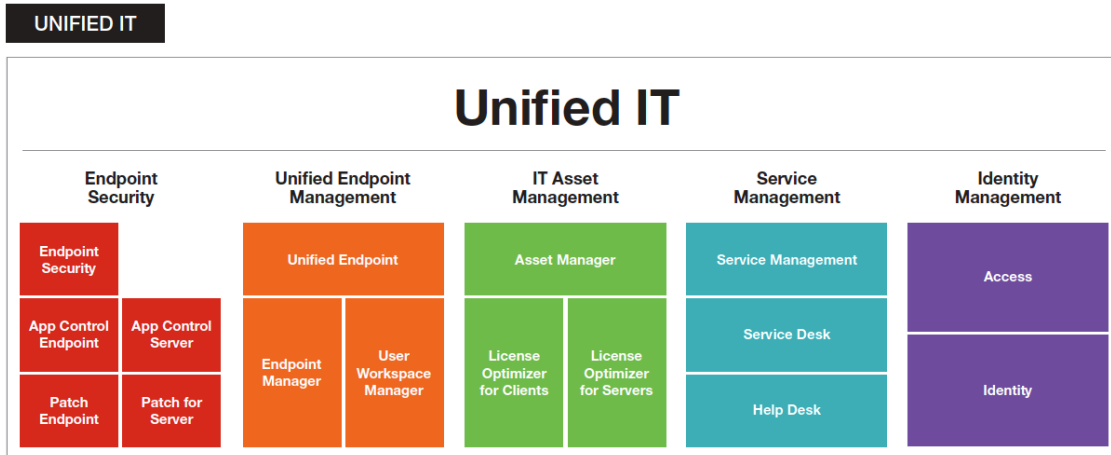
The term of the ELA will be 2-3 years.

1.4. Enrollment Minimum

The ELA has minimum enrollment of 1000 users. Customers must enroll the entire organization to participate in the ELA. Example: If the organization has 5000 employees the customer must enroll all 5000 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 more than 1000 employees.

1.5. Products Included In The Agreement

Ivanti offers customers two ELA agreement options. The first option is called [Unified IT](#) (UIT). UIT will include user subscription licenses and ratio-based server and analyst subscription licenses for all defined products contained in the [Attainment Model](#). Specific product sku's contained in the Attainment Model stacks can be found in [Appendix B](#) of this document.

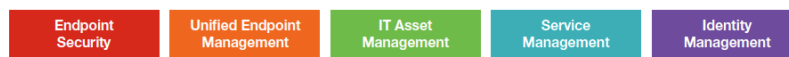
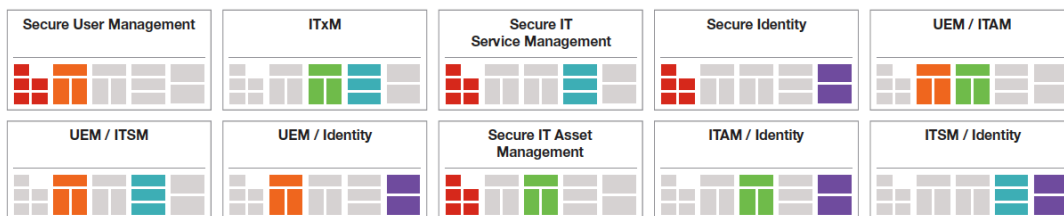


The second ELA agreement option allows customers to purchase an ELA that includes any combination of two Attainment Model technology stacks. This option is referred to as [Pick 2](#). Currently there are five technology stacks customers can choose from:

1. Unified Endpoint Management (UEM)
2. Endpoint Security (SEC)
3. IT Asset Management (ITAM)
4. Service Management (SM)
5. Identity Management (IM)

PICK 2

Pick any two stacks



1.5.1. Server & 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. The ELA also includes server and analyst licenses based on a pre-determined ratio set forth in the agreement. Should the customer require additional server or analyst licenses, these can be purchased at discounted pricing. [Appendix B](#) outlines the standard entitlement.

1.5.2. Cloud & SaaS Hosting Fee

The ELA offers customers a combination of on-premise and SaaS products. The base price of the ELA will include the use of the on-premise products. If a customer chooses to deploy SaaS products, other than ILO for Servers, that 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.

1.6. Technical Support

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

1.7. Professional Services

There are no professional services bundled with the Ivanti 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.

1.8. Training

There are no training services bundled with the Ivanti 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.

2. Financial Definitions

2.1. Payment

Customers will have the option of paying for the entire ELA up front or making annual payments equal to the subscription cost. Hosting for SaaS and Cloud products will incur additional costs.

We guarantee a set contract price for products at a specified user count. We provide an annual twenty percent (20%) license buffer for the term of the agreement which allows a customer to use additional licenses (up to twenty percent (20%) of the current license count) during the current term of the agreement. Each year at the anniversary of the agreement, the customer will work with Ivanti to establish the current user count and the number of licenses deployed. Customers will purchase any additional licenses deployed and will not incur any retroactive billing for the previous excess usage as long as it was less than twenty percent (20%) of the licenses already purchased. License counts that exceed the twenty percent (20%) annual buffer will incur a retroactive cost. If the excess usage occurs during the year and requires the issuance of additional licenses, the billing for usage in excess of the twenty percent (20%) buffer will occur at that time.

During the annual True-Forward period, the user and license count will be updated to reflect current usage, without regard for the buffer, and that will become the user and license count used for billing purposes going forward.

2.2. True-Forward

The True-Forward is an annual process where the customer notifies Ivanti of their current user count and number of licenses deployed. This process will begin ninety (90) days prior to each annual anniversary date of the ELA. The updated user and license count declaration will become the new baseline user and license count for the ELA agreement and future billings will be based on this amount.

Customers are free to deploy additional licenses at any time. So long as the user count is not increasing by more than twenty percent (20%) of the current baseline amount, customers will not be billed retroactively for this license usage.

Customers may reduce the number of users annually at the time of the True-Forward review, however, user counts cannot be reduced below the number of users declared at the time the customer purchases the ELA. This means an increase in the number of users must occur before a subsequent reduction. As an example, if a customer enrolls in an ELA with 2000 users and then increases to 2100, they can subsequently reduce the user count by up to 100 users but cannot go below the original 2000 users. If the customer needs to reduce their user count below the 2000 user count, they must wait until renewal of the agreement.

2.3. Cloud and SaaS

Costs for Cloud and SaaS are still being determined but should be available by early March 2018.

2.4. Discount Levels

The ELA will have three (3) discount bands associated with both the [UIT](#) and [Pick 2](#) options. In both cases, the discount banding will be based on the customers declared user count.

2.5. Renewal Cap

To help provide customers with predictable costs at renewal time, Ivanti is offering a cap on annual fee increases as part of the ELA. The renewal fee cap will be limited to a five percent (5%) price increase per license per year. If additional products are added to the ELA offering during the term of the customer's agreement, any applicable cost adjustment may also be added at the time renewal calculations are made.

3. Appendix A – ELA SKU's

The following sku's are used for quoting and purchasing the ELA.

SKU	SFDC Description
ELA-UIT-S	Ivanti Enterprise License Agreement New Annual Subscription User License - Unified IT
ELA-UPG-UIT-S	Ivanti Enterprise License Agreement Upgrade Annual Subscription User License - Unified IT
ELA-P2UEMSEC-S	Ivanti Enterprise License Agreement New Annual Subscription User License - Pick Two: UEM and Security
ELA-P2UEMAM-S	Ivanti Enterprise License Agreement New Annual Subscription User License - Pick Two: UEM and ITAM
ELA-P2UEMSM-S	Ivanti Enterprise License Agreement New Annual Subscription User License - Pick Two: UEM and ITSM
ELA-P2UEMID-S	Ivanti Enterprise License Agreement New Annual Subscription User License - Pick Two: UEM and Identity
ELA-P2SECAM-S	Ivanti Enterprise License Agreement New Annual Subscription User License - Pick Two: Security and ITAM
ELA-P2SECSM-S	Ivanti Enterprise License Agreement New Annual Subscription User License - Pick Two: Security and ITSM
ELA-P2SECID-S	Ivanti Enterprise License Agreement New Annual Subscription User License - Pick Two: Security and Identity
ELA-P2AMSM-S	Ivanti Enterprise License Agreement New Annual Subscription User License - Pick Two: ITAM and ITSM
ELA-P2AMID-S	Ivanti Enterprise License Agreement New Annual Subscription User License - Pick Two: ITAM and Identity
ELA-P2SMID-S	Ivanti Enterprise License Agreement New Annual Subscription User License - Pick Two: ITSM and Identity
ELA-UPG-P2UEMSEC-S	Ivanti Enterprise License Agreement Upgrade Annual Subscription User License - Pick Two: UEM and Security
ELA-UPG-P2UEMAM-S	Ivanti Enterprise License Agreement Upgrade Annual Subscription User License - Pick Two: UEM and ITAM
ELA-UPG-P2UEMSM-S	Ivanti Enterprise License Agreement Upgrade Annual Subscription User License - Pick Two: UEM and ITSM
ELA-UPG-P2UEMID-S	Ivanti Enterprise License Agreement Upgrade Annual Subscription User License - Pick Two: UEM and Identity
ELA-UPG-P2SECAM-S	Ivanti Enterprise License Agreement Upgrade Annual Subscription User License - Pick Two: Security and ITAM
ELA-UPG-P2SECSM-S	Ivanti Enterprise License Agreement Upgrade Annual Subscription User License - Pick Two: Security and ITSM
ELA-UPG-P2SECID-S	Ivanti Enterprise License Agreement Upgrade Annual Subscription User License - Pick Two: Security and Identity
ELA-UPG-P2AMSM-S	Ivanti Enterprise License Agreement Upgrade Annual Subscription User License - Pick Two: ITAM and ITSM
ELA-UPG-P2AMID-S	Ivanti Enterprise License Agreement Upgrade Annual Subscription User License - Pick Two: ITAM and Identity
ELA-UPG-P2SMID-S	Ivanti Enterprise License Agreement Upgrade Annual Subscription User License - Pick Two: ITSM and Identity
Optional Purchase Analyst and Server (These sku's are used if the customer needs more licenses than the ELA entitlement)	
ELA-AC-CONC-S	Ivanti Enterprise License Agreement - Application Control Subscription - Concurrent 1Y, Powered by Appsense
ELA-UPG-AC-CONC-S	Ivanti Enterprise License Agreement Upgrade - Application Control Subscription - Concurrent 1Y, Powered by Appsense
ELA-PWS-S	Ivanti Enterprise License Agreement - Patch for Windows for Server (FKA Protect) Subscription - 1Y, Powered by Shavlik

SKU	SFDC Description
ELA-UPG-PWS-S	Ivanti Enterprise License Agreement Upgrade - Patch for Windows for Server (FKA Protect) Subscription - 1Y, Powered by Shavlik
ELA-PLU-S	Ivanti Enterprise License Agreement - Patch for Linux Unix Subscription - 1Y, Powered by Heat
ELA-UPG-PLU-S	Ivanti Enterprise License Agreement Upgrade - Patch for Linux Unix Subscription - 1Y, Powered by Heat
ELA-LOS-S	Ivanti Enterprise License Agreement - License Optimizer for Server Subscription - 1Y, Powered by Landesk
ELA-UPG-LOS-S	Ivanti Enterprise License Agreement Upgrade - License Optimizer for Server Subscription - 1Y, Powered by Landesk
ELA-SM-CONC-S	Ivanti Enterprise License Agreement - Service Manager Analyst Subscription - Concurrent 1Y, Powered by Heat
ELA-UPG-SM-CONC-S	Ivanti Enterprise License Agreement Upgrade - Service Manager Subscription - Concurrent 1Y, Powered by Heat
ELA-VSUP-S	Ivanti Enterprise License Agreement - Service Manager Voice Automation Supervisor Subscription - 1Y, Powered by Heat
ELA-UPG-VSUP-S	Ivanti Enterprise License Agreement Upgrade - Service Manager Voice Automation Supervisor Subscription - 1Y, Powered by Heat
ELA-VAGT-S	Ivanti Enterprise License Agreement - Service Manager Voice Automation Agent Subscription - 1Y, Powered by Heat
ELA-UPG-VAGT-S	Ivanti Enterprise License Agreement Upgrade - Service Manager Voice Automation Agent Subscription - 1Y, Powered by Heat
ELA-VWSU-S	Ivanti Enterprise License Agreement - Service Manager Voice Web Stats Subscription - 1Y, Powered by Heat
ELA-UPG-VWSU-S	Ivanti Enterprise License Agreement Upgrade - Service Manager Voice Web Stats Subscription - 1Y, Powered by Heat
ELA-VPORT-S	Ivanti Enterprise License Agreement - Service Manager Voice and Routing Port Subscription - 1Y, Powered by Heat
ELA-UPG-VPORT-S	Ivanti Enterprise License Agreement Upgrade - Service Manager Voice and Routing Port Subscription - 1Y, Powered by Heat
ELA-XTRANL-S	Ivanti Enterprise License Agreement - Xtraction Analyst Subscription - 1Y
ELA-UPG-XTRANL-S	Ivanti Enterprise License Agreement Upgrade - Xtraction Analyst Subscription - 1Y

4. Appendix B – ELA Product Entitlement

The following product SKU's are part of the respective Attainment Model Product Stacks:

4.1. Unified Endpoint Management (UEM)

Ivanti SKU	Product Description	Number of Licenses
LDMS-S	IVANTI ENDPOINT MANAGER SUBSCRIPTION, POWERED BY LANDESK (FORMERLY MANAGEMENT SUITE)	User-based
HTDCF0017	IVANTI DSM 1 YEAR SUBSCRIPTION - FORMERLY HEAT CLIENT MANAGEMENT DSM	User-based
LDVCSA-L	IVANTI VIRTUAL CLOUD SVCS APPLIANCE LIC	1
IN LIC 00 F	INSIGHT LICENSE	User-based
DN GSP 12 EN	IVANTI FILE DIRECTOR SUBSCRIPTION 12 MONTH, POWERED BY APPSENSE	User-based
PM SUB 12 F	IVANTI PERFORMANCE MANAGER SUBSCRIPTION - NAMED USER LICENSE – 1 YEAR, POWERED BY APPSENSE	User-based
EM SUB 12 F	IVANTI ENVIRONMENT MANAGER SUBSCRIPTION - NAMED USER LICENSE – 1 YEAR, POWERED BY APPSENSE	User-based
AM SUB 12 F	IVANTI APPLICATION CONTROL SUBSCRIPTION - NAMED USER LICENSE – 1 YEAR, POWERED BY APPSENSE	User-based
AM SUB 12 T	IVANTI APPLICATION CONTROL SUBSCRIPTION - CONCURRENT USER LICENSE – 1 YEAR, POWERED BY APPSENSE	1:10

4.2. Endpoint Security

4.2.1. Security with UEM

Ivanti SKU	Product Description	Fixed Number of Licenses
LDSS-L-LDMS	ENDPOINT SECURITY (FORMERLY SECURITY SUITE) ADD-ON TO ENDPOINT MANAGER, POWERED BY LANDESK (FORMERLY MANAGEMENT SUITE)	User-based
LDSS-S	IVANTI SECURITY SUITE - SUBSCRIPTION, POWERED BY LANDESK	User-based

Ivanti SKU	Product Description	Fixed Number of Licenses
S-PWS-SV-S	IVANTI PATCH FOR WINDOWS FOR SERVER (FKA PROTECT): SUBSCRIPTION 1Y, POWERED BY SHAVLIK	1:10

4.2.2. Security without UEM

Ivanti SKU	Product Description	Fixed Number of Licenses
AM SUB 12 F	IVANTI APPLICATION CONTROL SUBSCRIPTION - NAMED USER LICENSE – 1 YEAR, POWERED BY APPSENSE	User-based
AM SUB 12 T	IVANTI APPLICATION CONTROL SUBSCRIPTION - CONCURRENT USER LICENSE – 1 YEAR, POWERED BY APPSENSE	1:10
S-PWS-SV-S	IVANTI PATCH FOR WINDOWS FOR SERVER (FKA PROTECT): SUBSCRIPTION 1Y, POWERED BY SHAVLIK	1:10
S-PSCCM-S	IVANTI PATCH FOR MICROSOFT SYSTEM CENTER: SUBSCRIPTION 1Y, POWERED BY SHAVLIK	User-based
S-PWS-WS-S	IVANTI PATCH FOR WINDOWS FOR WORKSTATIONS (FKA PROTECT): SUBSCRIPTION 1Y, POWERED BY SHAVLIK	User-based
S-PWS-PP-S	IVANTI PATCH FOR WINDOWS POWER PACK ADD-ON (FKA PROTECT): SUBSCRIPTION 1Y, POWERED BY SHAVLIK	User-based
P-SV-S	IVANTI PATCH FOR LINUX UNIX SUBSCRIPTION 1 YR, POWERED BY HEAT	1:10
P-WS-S	IVANTI PATCH FOR MAC SUBSCRIPTION 1 YR, POWERED BY HEAT	User-based
DAC-DC-S	IVANTI DEVICE AND APPLICATION CONTROL (DC ONLY) SUBSCRIPTION 1 YR, POWERED BY HEAT	User-based
XTRCMSSCCM-S	IVANTI XTRACTION CONNECTOR - MS SCCM SUB	1

4.3. IT Asset Management (ITAM)

Ivanti SKU	Product Description	Fixed Number of Licenses
ITAM-LOC-S	IVANTI LICENSE OPTIMIZER SAAS SUBSCRIPTION FOR CLIENTS, POWERED BY LANDESK	User-based

Ivanti SKU	Product Description	Fixed Number of Licenses
ITAM-LOS-S	IVANTI LICENSE OPTIMIZER SAAS SUBSCRIPTION FOR SERVERS, POWERED BY LANDESK	1:10
ITAM-AM-S	IVANTI ASSET MANAGER, POWERED BY LANDESK	User-based
LDITAM-AI-L	IVANTI ASSET INTELLIGENCE, POWERED BY LANDESK	User-based

4.4. Service Management (SM)

Ivanti SKU	Product Description	Fixed Number of Licenses
SM-SM-FXD-L	IVANTI SERVICE MANAGER - SERVICE MANAGEMENT FIXED PREMISE ANALYST LICENSE, POWERED BY HEAT	1:100
SM-VOICE-BU-L	IVANTI SERVICE MANAGER - VOICE BACKUP PREMISE LICENSE, POWERED BY HEAT	1
SM-VOICE-SUP-L	IVANTI SERVICE MANAGER - VOICE AUTOMATION SUPERVISOR PREMISE LICENSE, POWERED BY HEAT	1:100
SM-VOICE-AGENT-L	IVANTI SERVICE MANAGER - VOICE AUTOMATION AGENT PREMISE LICENSE, POWERED BY HEAT	1:100
SM-VOICE-WSU-L	IVANTI SERVICE MANAGER - VOICE ADDITIONAL WEB STATS PREMISE USER LICENSE, POWERED BY HEAT	1:10
SM-VOICE-PORT-L	IVANTI SERVICE MANAGER - VOICE ADDITIONAL VOICE AND ROUTING PORT PREMISE LICENSE, POWERED BY HEAT	1:100

4.5. Identity Management

Ivanti SKU	Product Description	Fixed Number of Licenses
IDI-P-L	IDENTITY DIRECTOR IDENTITY PERPETUAL PER USER LICENSE, POWERED BY RES	User-based
IDA-P-L	IDENTITY DIRECTOR ACCESS PERPETUAL PER USER LICENSE, POWERED BY RES	User-based

4.6. Xtraction

4.6.1. Xtraction as Part of Pick Two with UEM

Ivanti SKU	Product Description	Fixed Number of Licenses
XTRENTSVR-S	IVANTI XTRACTION ENTERPRISE SERVER SUB	1
XTRANALYST-S	IVANTI XTRACTION ANALYST SUB	1:500

4.6.2. Xtraction as Part of Pick Two without UEM

Ivanti SKU	Product Description	Fixed Number of Licenses
XTRENTSVR-S	IVANTI XTRACTION ENTERPRISE SERVER SUB	1
XTRANALYST-S	IVANTI XTRACTION ANALYST SUB	1:500
XTRCMSSCCM-S	IVANTI XTRACTION CONNECTOR - MS SCCM SUB	1

4.6.3. Xtraction as Part of Unified IT (UIT)

Ivanti SKU	Product Description	Fixed Number of Licenses
XTRENTSVR-S	IVANTI XTRACTION ENTERPRISE SERVER SUB	1
XTRANALYST-S	IVANTI XTRACTION ANALYST SUB	1:500
XTRCMSSCCM-S	IVANTI XTRACTION CONNECTOR - MS SCCM SUB	1
XTRCSN-S	IVANTI XTRACTION CONNECTOR - SERVICENOW SUB	1
XTRCMSAD-S	IVANTI XTRACTION CONNECTOR - MS ACTIVE DIRECTORY SUB	1
XTRCAVAYA-S	IVANTI XTRACTION CONNECTOR - AVAYA CMS SUB	1
XTRCCUCCX-S	IVANTI XTRACTION CONNECTOR - CISCO UCCX SUB	1
XTRCCASDM-S	IVANTI XTRACTION CONNECTOR - CA SDM/CMDB SUB	1
XTRCBMCREM-S	IVANTI XTRACTION CONNECTOR - BMC REMEDY SUB	1
XTRCSW-S	IVANTI XTRACTION CONNECTOR - SOLARWINDS - NODE MANAGER SUB	1

Ivanti SKU	Product Description	Fixed Number of Licenses
XTRCHPSM-S	IVANTI XTRACTION CONNECTOR - HP SERVICE MANAGER SUB	1
XTRCMSSCOM-S	IVANTI XTRACTION CONNECTOR - MS SCOM SUB	1