

# **Ivanti, Operated by IVM EME Channel Operations Guide**

10<sup>th</sup> October 2024

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# 1 Introduction

On March 2<sup>nd</sup> 2024 IVM ME FZ LLC (IVM EME), an Affiliate of Midis Group, expanded its relationship with Ivanti to cover Eastern Europe, Africa and the Middle East.

To support this model specific channel programs have been created by Ivanti operated by IVM EME, which are closely aligned with Ivanti's own channel programs. The Ivanti team within the extended territories have transferred to IVM EME, and will take responsibility for the business across these countries from 1st April 2024 – the relevant distributor and partner agreements transfer to IVM EME from this date.

This document provides an overview of the information and activities required to engage and transact with Ivanti operated by IVM EME, including deal registration, quoting and ordering. To enable this business, various set-up and onboarding is required for Distributors and Partners, and these points are also discussed within this guide.

While elements of the IVM EME Partner Portal are referenced in this guide, it is not intended as a training manual – more detailed guides are available within the Documents section of the Partner Portal.

## 2 Supplier Setup

The following sections highlight business and bank account details for the IVM EME entity. If you will transact with a IVM EME entity these are the relevant details to add IVM EME as a supplier in your systems.

### 2.1 UAE Entity

**Entity details:**

IVM ME FZ-LLC  
Office Park Building, Block D&E, Office D105  
Dubai Internet City,  
Dubai, United Arab Emirates

Commercial license number: 94117

**Bank details:**

Beneficiary Name: IVM ME FZ-LLC  
Bank Name: CITIBANK N.A  
Bank Address: PO Box 749, Oud Metha  
Road, Dubai, United Arab Emirates  
Account currency: USD  
IBAN: AE960211000000202749011  
SWIFT: CITIAEAD

### 2.2 Cyprus Entity

**Entity details:**

IVM - EME LIMITED  
Arch Makariou III, 276.  
Lara Court  
Limassol, Cyprus  
Commercial license number: HE 438045

**Bank details:**

Beneficiary Name: IVM-EME LTD  
Bank Name: CITIBANK N.A  
Bank Address: PO Box 749, Oud Metha  
Road, Dubai, United Arab Emirates  
Account currency: USD  
IBAN: AE860211000000160327987  
SWIFT: CITIAEAD  
VAT: 10438045T

## 3 System Configuration

Two core platforms enable distributors and partners within the Ivanti operated by IVM EME Program – the Ivanti operated by IVM EME Partner Portal, and the Ivanti Partner Portal.

### 3.1 Ivanti operated by IVM EME Partner Portal

To support the Ivanti operated by IVM EME Partner Program a specific partner portal has been created, which can be accessed at <https://partner.ivmeme.com>. At launch this environment allows partners to perform deal registration and claim technical rewards, and may provide an alternative mechanism for distributors to place orders in the future.

To set up your company and users on the portal and supporting systems, Ivanti operated by IVM EME require information on your business. Please complete the form in section 6. Onboarding Details of this document and return it to your Channel Manager.

Based on this information, the users detailed in section 6.3 Authorized Portal Users will be added to the Ivanti operated by IVM EME Partner Portal.

### 3.2 Ivanti Partner Portal

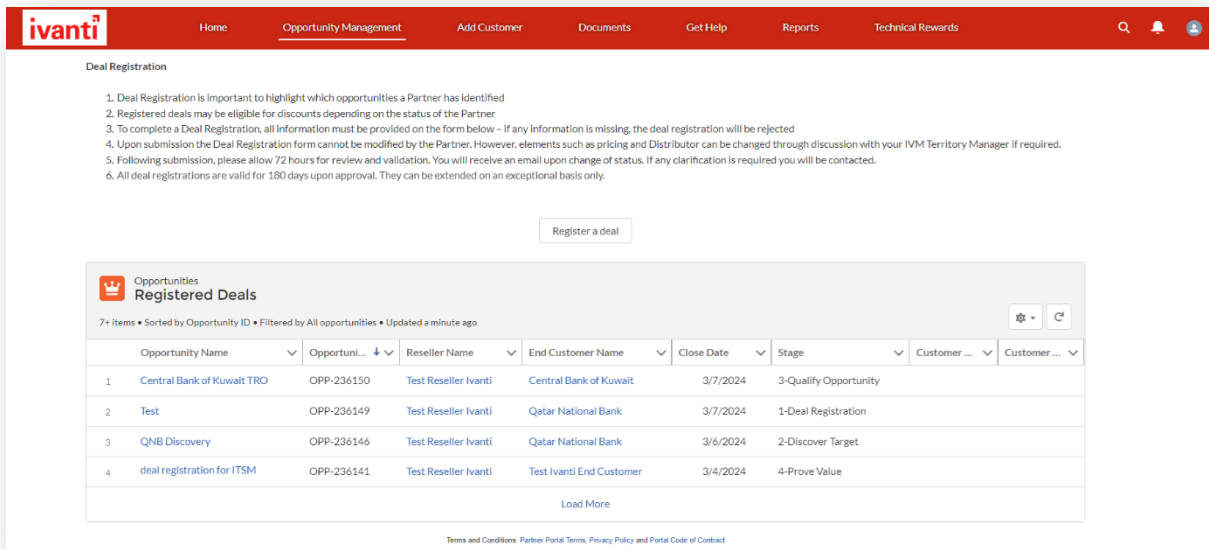
Distributors and Partners within the Ivanti operated by IVM EME Program will still retain access to elements of Ivanti's Partner Portal for Enablement and access to knowledge resources. This portal remains at <https://success.ivanti.com>

# 4 Partner Activities

## 4.1 Deal Registration

The Ivanti operated by IVM EME Partner Program enables partners to identify new deals and register for preferential treatment on these opportunities. Full details of deal registration are detailed in the Program Guides that can be found in the Documents section of the Ivanti operated by IVM EME Partner Portal. Deal registration is available on 'Core' Ivanti business but not 'Wavelink' business.

The Partner Portal provides a section for deal registration. You must provide details of the customer and opportunity, and submit for approval



Following submission your deal registration will be reviewed and approved or rejected. Only one partner will be approved for a specific opportunity. If the registered opportunity is won, the partner may be eligible for discounts or rebates as defined in the relevant Partner Program Guide.

## 4.2 MDF (Market Development Funds)

The Ivanti operated by IVM EME Partner Program enables partners to claim funding for certain activities which support business development for 'Core' Ivanti business (MDF is not available on 'Wavelink' business).

More details on MDF are detailed in the Program Guides that can be found in the Documents section of the Ivanti operated by IVM EME Partner Portal. Any specific activity should be discussed with your Channel Manager to determine if it is acceptable under the MDF program.

# 5 Distributor Activities

## 5.1 Quoting

When a quote is required for a specific solution, the distributor should contact their Ivanti operated by IVM EME Account Manager. Quotes will be based on the relevant discounts defined by the Partner Program.

For distributors and direct partners registered on the IVM EME Partner Portal, it is possible to create quotes, self-approve and submit orders through the Partner Portal up to \$5,000 (and for Wavelink business up to \$2,000). The pricing offered through the partner portal is list price minus any programmatic discount available to the Partner or Distributor, as defined in the IVM EME Partner Program.

Multiple quotations can be created for an opportunity. Draft quotes indicate configurations and pricing, and once finalized it can be approved so a final 'Legal Quote' can be provided.

## 5.2 Special Pricing

There are occasions when additional discounts are potentially required to secure an opportunity, which is considered special pricing. Additional discounts can be discussed with the Ivanti operated by IVM EME Account Manager aligned to the Customer – if agreed, these will be added to the quote by the account team and relevant quote issued to the distributor.

No indication of alternative pricing can be communicated to partners or customers until approval for special discounts has been received from the Ivanti operated by IVM EME team.

Communicating any price which is not approved places the opportunity at risk, as any improved price point is not guaranteed until formal approval is communicated through a quotation.

## 5.3 Ordering

Once the relevant Ivanti solution is agreed with your customer, the order must be placed on Ivanti operated by IVM EME electronically. Future developments may allow orders to be placed via EDI (Electronic Data Interchange), but at the time of writing the only available mechanism is email.

The following information must be submitted by email to place an order:

- The IVM EME PDF Legal Quotation, showing the agreed price and discount
- Your Purchase order to the relevant IVM EME entity that signed your Agreement, or that your business was assigned to by Ivanti.

Orders from distributors and direct partners must be submitted to the following email address:

[orders.fzllc@ivmeme.com](mailto:orders.fzllc@ivmeme.com)

## 5.4 Invoicing

Invoicing for all products will occur from the relevant IVM EME entity which received your order. All invoices will be USD. Payment is due in line with the payment terms within your agreement.

## 6 Onboarding Details

Please provide the details requested below to ensure no issues or delays with your partner registration and set-up

### 6.1 Primary Contact (within Partner or Distributor)

Country of Business:	<input type="text"/>
Salutation:	<input type="text"/>
First Name:	<input type="text"/>
Surname:	<input type="text"/>
Phone Number / Mobile:	<input type="text"/>
Email:	<input type="text"/>
Job Title:	<input type="text"/>

### 6.2 Company Details

Company Legal Name:	<input type="text"/>
Company Legal Address:	<input type="text"/>
Country:	<input type="text"/>
City:	<input type="text"/>
State / Province:	<input type="text"/>
ZIP / Postal code:	<input type="text"/>
TAX ID / VAT Number:	<input type="text"/>
Company Phone Number:	<input type="text"/>
Company Email:	<input type="text"/>
Company URL:	<input type="text"/>

### 6.3 Authorized Portal Users

Please list individuals who will need to use the Partner Portal (maximum two):

	Name of User	Email Address
User 1:	<input type="text"/>	<input type="text"/>
User 2:	<input type="text"/>	<input type="text"/>



## 6.4 Back Account Details

To enable the payment of Partner Program Rebates and MDF, please provide details of your relevant bank account

Bank Name:

Bank Address:

SWIFT Code:

IBAN: