



Product Bulletin:

SANscreen Sales Engagement Changes

Revision History

16 August 2010 - Initial version

Proprietary and confidential. Restricted to NetApp employees and channel partners, each of whom is under NDA obligations. This document may not be shared with customers without prior written permission from NetApp. © Copyright 2010 NetApp, Inc. All rights reserved.

This product bulletin informs NetApp sales and NetApp partners about new or changed NetApp® products or services.

1. Summary
2. What's New?
3. Sales and Customer-Ready Tools
4. System Requirements
5. Product Information
6. Regulatory Compliance
7. Warranty and Service
8. Additional Information

1. Summary

This product bulletin announces that SANscreen® enterprise part numbers are now moved into restricted access "Enterprise SW" starting in the August Quote Tool. Only SANscreen sales specialists, sales support representatives (SSRs), and presales admins (PSAs) have access to quote SANscreen Enterprise software. Inside service sales representatives have access to quote software support renewals.

NetApp sales and partners are required to [register](#) all SANscreen Enterprise opportunities in order to engage the SANscreen sales specialists for presentation, POC, and quoting support as well as enable proper compensation to be recognized. The new sales engagement model and registration process changes will not apply to the commercial version of SANscreen Limited Edition or how it is sold.

For details, please refer to the [announcement](#) that went out in the Sales Weekly and Partners Newsletter in May and that is also posted in the Field Portal.

2. What's New?

1. New SANscreen Enterprise customers (not Limited Edition) opportunities

- NetApp direct sales teams and NetApp channel sales reps or channel development managers (for NetApp channel partners) to fill out SANscreen registration. In the registration form, there will be rules of engagement that the registrants have to confirm before the registration can be submitted. The registration will be sent to the GEO SANscreen sales management leaders.
- When the registration is approved, NetApp direct/channel sales team will attach the approved registration e-mail to the opportunity description in CE/PE. **Note:** This registration does not replace the opportunity registration in CE/PE for pipeline forecasting.
- SANscreen sales specialists and/or SSRs/PSAs will assist Netapp sales and NetApp partners in SANscreen Enterprise quoting.

2. Existing SANscreen Enterprise customers to add more SANscreen modules or capacity

- Same process as for new SANscreen customers in #1.
- 3. Existing SANscreen Limited Edition customers to upgrade to SANscreen Enterprise**
 - Follow the same process as for new SANscreen customer in #1.
- 4. Renewal SSP for existing SANscreen Enterprise customers**
 - No SANscreen registration is required. Inside service sales representatives will assist NetApp sales or NetApp partners to quote software support renewals.

3. Sales and Customer-Ready Tools (Training, SE, Customer Presentations, Datasheets, Sales Guides)

Please refer to the program FAQ and the registration for rules of engagement.

[SANscreen Program Messages and FAQs](#)

Registration Form

4. System Requirements

Not applicable.

5. Product Information

Not applicable.

Downloading

For downloading software go to [NOW™ Download Software](#)
Follow the link to SANscreen software.

Product Availability

Not applicable.

6. Regulatory Compliance

Products need to be validated against the NetApp Safety/EMI Regulatory Compliance List prior to order submission. This is required to ensure that products are being sold only in the countries in which NetApp has received regulatory compliance certification. This information can be found in the Field Portal by searching under "Compliance, Policies and Procedures" or following the links below:

- [RoHS Compliance](#)
- [Safety/EMI Regulatory Compliance \(XLS\)](#)
- [WEEE Compliance](#)

7. Warranty and Service

Standard software warranty and services apply.

8. Additional Information

Contact Information: Please contact [Thuy L. Nguyen](#) for questions on this bulletin.

Go further, faster®

© 2010 NetApp | Subscriptions | Service and Support
495 E. Java Drive, Sunnyvale, CA 94089 USA