



# Reseller Guide & FAQ



# ABOUT US

Devolutions is a leading provider of Privileged Access Management, Password Management, and Remote Connection Management solutions available to ALL organizations — including SMBs

We have a strong background in helping IT Departments manage IT chaos, and we've been able to move that expertise to an enterprise-wide solution.

We help our customers in the following 3 fields:

- 1- Privileged Access Management (PAM)
- 2- Remote Connection Management
- 3- Password Management

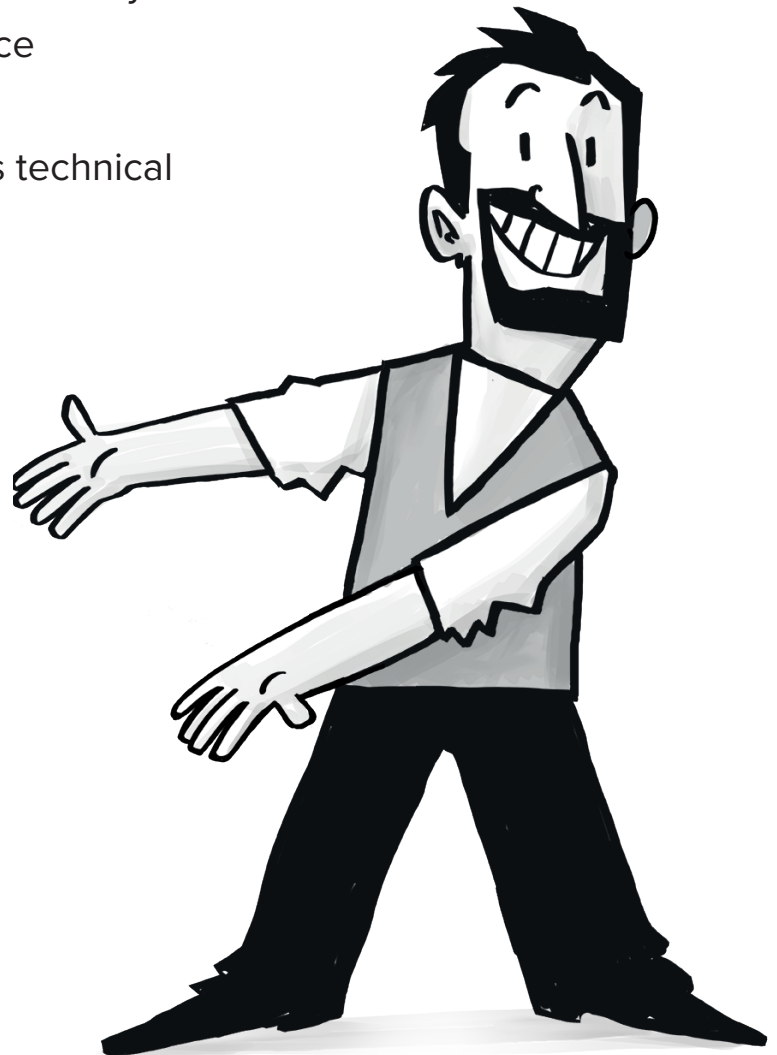
Devolutions is a privately owned company located in Lavaltrie, Canada.

Our firm's current roster of solutions includes Remote Desktop Manager, Devolutions Hub, and Devolutions Server.

If you are interested in reselling our products, we will provide you with discounts, support, guidance and other assistance to ensure that the partnership is mutually rewarding.

# 3 KEY REASONS TO BECOME a Devolutions Reseller

- 1- Increase your revenues and profits
- 2- Sell products that provide the very best remote connection experience
- 3- Leverage our best-in-class technical and sales support



# 3 STEPS TO BECOME a Devolutions' reseller

## STEP 1

**Complete this Form:**

<https://devolutions.net/buy/resellerform>

## STEP 2

Wait for your confirmation email (normally within 24 hours)

## STEP 3

Start to sell using this link: <https://store.devolutions.net/store/reseller>

# Devolutions **PRODUCT SUITE**



## **Remote Desktop Manager**

(RDM) centralizes all remote connections on a single platform that is securely shared between users and across the entire team. With support for hundreds of integrated technologies — including multiple protocols and VPNs — along with built-in enterprise-grade password management tools, global and granular-level access controls, and robust mobile apps to complement desktop clients for Windows and Mac, RDM is a Swiss Army knife for remote access. RDM empowers IT departments to drive security, speed and productivity throughout the organization, while reducing inefficiency, cost and risk.

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## **Devolutions Server**

is a full-featured shared account and password management solution, with built-in privileged access components created to meet the ever-expanding security requirements of SMBs. It is fast to deploy and easy to implement and has all the basic features required for a PAM solution, while remaining very affordable. When used in combination with Remote Desktop Manager, Devolutions Server forms a robust, privileged account and session management tool integrating over 150+ integrations and technologies.

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## **Devolutions Hub Business**

is a secure and cloud-based password manager for teams. It empowers your organization to easily and securely vault and manage business-user passwords, along with other sensitive information, through a user-friendly web interface that can be quickly, easily and securely accessed via any browser. Simply put, Devolutions Hub Business is the perfect balance of security and usability.

# LICENSING INFORMATION

## What is the difference between the User, Enterprise, and Platinum?

Only the physical location of the users is considered in order to decide what kind of license is needed.

**The User license** is an individual license. There must be a valid license for each individual who will have access to the software (just like a “Named User License”).

**Remote Desktop Enterprise** grants you the right to use Remote Desktop Manager for up to 50 employees for a single site (location). Remote workers that are based in another office are NOT included in the license. A location is a place of work – if you are at another address, you will need another license.

**Remote Desktop Platinum** grants you the right to use Remote Desktop Manager for 51 employees and up, based on named users.

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## Devolutions Hub Business

Devolutions Hub Business is a named-user-based subscription, which bills annually according to the number of registered users. Devolutions Hub Business is available to customers for direct purchase via a Devolutions customer portal, as well as to resellers for resale.

Resellers cannot resell Devolutions Hub Business.

## Remote Desktop Manager

Remote Desktop manager is offered in both Subscription and perpetual/maintenance model and is a named-based licensing model:

Under the perpetual model, Remote Desktop Manager's license will never expire.

The license includes 1 or 3 years of software maintenance, which covers major and minor upgrades and support. Once the software maintenance expires, Remote Desktop Manager will continue to work, but will be unable to install any upgrades of the product.

Each RDM user requires a license, regardless of how many users are connected at the same time. For example, if a team has 25 IT Pros, it would purchase 25 single licenses if they are dispatched across multiple sites or a site license if they are all in the same building.

In subscription, the customer needs to renew every year to keep the software working.

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## Devolutions Server

Devolutions Server's license is under a subscription-based model and has different editions, all of which can be found here: <https://server.devolutions.net/compare>

We offer one-year or three-year subscriptions. The subscription has to be renewed in order to continue to work.

As Devolutions Server is a database (part of our PAM solution), it must be used with any of the following 3 products: Remote Desktop Manager, Client Access License (CAL) or CAL Launcher. You can use any of these products to access the same database; this way access to your data is possible via multiple paths at the same time.

In essence, RDM licenses are better for technicians, Client Access Licenses work best for business users and CALs Launcher are for service desks.

# F.A.Q.

## **What discount will I receive as a reseller?**

You will save up to 35%.

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## **How much do the various Devolutions' products cost?**

Please find our price lists on the Devolutions Store website:

<https://store.devolutions.net/store>

You will have access to this reseller portal

<https://store.devolutions.net/store/reseller> once you are a registered reseller.

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## **Who is eligible to be a Devolutions reseller?**

Any company or consultant with a valid website can apply to be a reseller.

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## **What payment method do you accept?**

Credit cards, check, Paypal and wire transfers.

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## **I'd like to make a wire transfer. Where can I find your bank information? If you want to pay in Euros**

Account details

Holder: Devolutions Inc.

Holder Address: 1000 Notre-Dame,Lavaltrie,J5T 1M1

Account number: 194472523

BIC: EBPBBEB1

IBAN: BE92926194472523

Financial institution name: Ebury Partners Belgium NV

Financial institution address: Avenue des Arts 52 bte 2, 1000, Brussels

Payment reference: EBPCLI671292



### **If you want to pay in USD**

Holder: Devolutions Inc.

Holder Address: 1000 Notre-Dame,Lavaltrie,J5T 1M1

Account Number: 597112651

BIC: EBPBBEB1

IBAN: BE75926597112651

Financial institution name: Ebury Partners Belgium NV

Financial institution address: Avenue des Arts 52 bte 2, 1000, Brussels

Payment reference: EBPCLI671292

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### **What happens if a reseller does not pay Devolutions within 30 days?**

All unpaid licenses will be disabled after 30 days, and you will have to refund your customer.

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### **Can I be listed on your website?**

Yes. On the registration form, simply indicate that you wish to be listed on our website.

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### **Who are your other resellers?**

You can see all our resellers at: <https://devolutions.net/buy/resellerlist>

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### **Can I have a NFR license as a reseller?**

Unfortunately, we no longer offer licenses (NFR) to resellers. However, you can use your reseller discount to buy a license for your company.



## Contact Us

For any questions, feel free to contact us:

**Email:** [sales@devolutions.net](mailto:sales@devolutions.net)

**Phone:** +1 844.463.0419

Monday to Friday 8 a.m. to 5 p.m. EST

## Head Office

**Devolutions inc.**

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**WHERE IT  
MEETS SECURITY**