



# 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 4 fields:

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

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

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

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.

# 7 KEY REASONS TO BECOME a Devolutions Reseller

- 1- Registration is FREE.** There is no cost to participate in our reseller program.
- 2- Increase your website's revenue potential.** Promote and sell our products through your website and earn attractive commissions on any sales. Watch your revenue add up!
- 3- Enjoy significant product discounts.** Receive a discount up to 35%.
- 4- Be a part of the growing Privilege Access Management (PAM) industry.** By reselling our solutions, you provide your customers with the most easy-to-use and efficient PAM solutions on the market.
- 5- Easy ordering and quick processing.** To place an order, simply send us a PO or an e-mail with your customer's name and address, and we will do the rest! Your order will be processed within 24 hours.
- 6- Use our promotional material.** You may use our logos, screenshots and images of our solutions.
- 7- Get listed on our website.** We will drive quality traffic to your site, and you will earn a valuable "backlink" that will support your SEO objectives.

# 3 STEPS TO BECOME a Devolutions' reseller

## STEP 1

Complete this Form:

<https://remotedesktopmanager.com/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.

# Devolutions **PRODUCT SUITE**



is a self-hosted remote access management server for machines running Wayk Agent. All remote desktop connections made by technicians using Wayk Client are authorized and monitored with corresponding session audit trails. Allowing remote access is one thing, but keep track of who accessed what, when and for how long is just as important for security.



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, Password Hub Business is the perfect balance of security and usability.

# LICENSING INFORMATION

## What is the difference between the User, Site, Country and Global license?

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”). The Site license grants you the right to use Remote Desktop Manager for all your employees (unlimited users) for a single site (location). Remote workers that are based in another office are NOT included in this license. A location is a place of work – if you are at another address, you will need another license.

**The Country license** grants you the right to use Remote Desktop Manager for all your employees (unlimited users), across multiple sites (offices) located in a single country.

**The Global license** grants you the right to use Remote Desktop Manager for all your employees (unlimited users), across multiple sites (offices) worldwide. You will receive 1 license key and that key will allow unlimited users at unlimited locations.

Please note that **Global licenses** may be purchased by governmental entities only after the scope of the license (department, agency, ministry, etc.) has been defined and approved by Devolutions Inc. prior to purchase.

## 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 CAL launchers are for service desks.



## **Wayk Bastion**

Wayk Bastion is a named-user based subscription, which bills annually according to the number of technicians.

A Wayk CAL unlocks all advanced features for a given user, including unlimited concurrent sessions. For a large number of technicians, unlimited user licensing is the recommended option.

As with RDM, your customers need one license per technician providing service with a Wayk Client passing through their enterprise Wayk Bastion.

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## **Password Hub Business**

Password Hub Business is a named-user based subscription, which bills annually according to the number of registered users.

For the moment, Password Hub Business is only accessible through direct purchase. Customers have to proceed through their Devolutions customer portal.

Resellers cannot resell Password Hub Business.

# 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 Euro**

Bank/Account Information

**Bank:** CIC PARIS CENTRE ENTREPRISES

**Branch Address:** 102 Boulevard Haussmann, 75382, Paris, Cedex 08

**IBAN:** FR76 3006 6109 1100 0201 8470 129

**BIC code:** CMCIFRPP

**Account Name:** Devolutions inc.

**Account Address:** 1000 Notre-Dame, Lavaltrie, Qc, J5T 1M1, Canada

**Remittance Advice:** [accounting@devolutions.net](mailto:accounting@devolutions.net)

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

**Bank:** CAISSE CENTRALE DESJARDINS, MONTRÉAL, CANADA

**SWIFT/BIC Code:** CCDQCAMM

**Branch ID / Transit:** CC0-815-00038

**Branch Name:** Caisse Populaire Desjardins (C.P.D.) 74, chemin de Lavaltrie, Lavaltrie, Qc, J5T 2H1, Canada

**Account Number:** 0-815-00038-860041

**Account Name:** Dévolutions inc.

**Account Address:** 199 Rang du Golf, Lavaltrie, QC, J5T 3C6, Canada

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## **What happens if the license is not paid 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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Canada

**CONTROL  
THE IT  
CHAOS**