



rhipe

# PARTNER PROGRAM

**Empowering businesses to deliver a world that works from anywhere**

Advantage has been devised with flexibility to meet the individual requirements of a partner's growing businesses. Each partner level is determined by revenue and technical competency, which is formalised by certification requirements. As a partner invests more in the relationship through training and certification, the greater the rewards and increased commitment from Access4.



# ABOUT OUR PARTNER PROGRAM

Access4 Advantage Partner Program will empower our partners to expand their integrated solutions and services within our award-winning SaaS platform SASBOSS™ which provides all resources required to market, scope, see and close more deals quickly.

## ATTRACT

Acquisition – help MSPs grow recurring revenue from voice

## ACCELERATE

Onboarding – enables partners go to market faster

## ASCEND

Partner Growth – to ensure success and exceed expectations

## ASPIRE

Celebrating Success – reward key performers



# PARTNER PROGRAM TIERS

	 SILVER	 GOLD	 PLATINUM
Minimum Monthly Spend	\$5,000	\$10,000	\$30,000
Onboarding	Complimentary	Complimentary	Complimentary/onsite
Support	Standard	Premium	Premium
Account Management	Dedicated	Premium	VIP
Marketing	Dedicated	Premium	VIP
Pre Product Release Program	-	✓	✓
Executive Council	-	By invitation	✓
Experience Council	Annual	Bi annual	Per quarter
Partner Conference	1 ticket	1 ticket & 1 accommodation	2 tickets & 2 accommodation

# PARTNER PROGRAM MARGINS

	 SILVER	 GOLD	 PLATINUM
Minimum Monthly Spend	\$5,000	\$10,000	\$30,000
Margin at RRP	30%	35%	40%
Ramp Up Period (months)	6	12	18
<b>Certification Commitment</b>			
Sales Certified	2	5	5
Provisioning Certified	2	3	3
Support Certified	2	3	3
Billing Certified	1	3	2

# PARTNER PROGRAM SUPPORT

## STANDARD - SILVER

## PREMIUM - GOLD & PLATINUM

### Feature

Support over the phone

Critical issues only

All priorities

Ticket escalation

Standard escalation workflow

Faster escalation to Senior Technical Team

Service Level Agreement

Standard SLAs apply

Improved first response time & more frequent follow ups

Support Request Channels

SASBOSS & phone

SASBOSS, phone & chat

Customer Reports

SASBOSS support ticket history

Individual customer report & insights

Tech Workshops

Upskill with support workshops for the most common requests across the Access4 product range

MVR – Most valuable requester

Quarterly prizes for consistent quality ticket submission

Troubleshooting tools

VoIP Monitor & Call quality dashboard

# PARTNER PROGRAM

## ACCOUNT MANAGEMENT

### SILVER

#### DEDICATED

- Dedicated Partner Growth Manager
- Bi-annual Business Review
- Access to sales incentives

### GOLD

#### PREMIUM

- Dedicated Partner Growth Manager
- Quarterly Business Review
- Access to Pre-sales Specialist
- Access to sales incentives
- Quarterly sales training
- Access4 Executive Sessions

### PLATINUM

#### VIP

- Dedicated Senior Growth Manager
- Monthly Business Review
- Dedicated Pre-sales Specialist
- Access to sales incentives
- Advanced access to new products
- On-site sales training
- Quarterly Benchmarking Report
- Access4 Executive Sessions

# PARTNER PROGRAM MARKETING

## SILVER

### STANDARD

- Co-branded collateral
- Co-branded portal
- Campaigns-in-a-Box
- Case studies
- End-user webinars
- Access to MDF\*

## GOLD

### PREMIUM

- Co-branded collateral
- Co-branded portal
- Campaigns-in-a-Box
- Case studies
- End-user webinars
- Allocated MDF\*
- Strategic campaigns\*
- Annual Marketing review

## PLATINUM

### VIP

- White-labelled collateral\*
- White-labelled portal\*
- Campaigns-in-a-Box
- Case studies
- Video case studies
- End-user webinars
- Uncapped MDF\*
- Strategic campaigns\*
- Quarterly Marketing review

\* Subject to Access4 review and approval

# PARTNER PROGRAM TERMS AND CONDITIONS

- All partners must select a designated program level when signing
- Margin is available from sign-up
- Partners have the ability to climb up partner tiers in discussion with their Partner Growth Manager
- Partners must re-sign a new contract to achieve higher tier
- Partners are required to complete business reviews with their Partner Growth Manager to ensure growth targets are achieved
- Access to this program and associated benefits is subject to partners remaining within payment and program terms

## RE-SIGN ADVANTAGE T&CS

- For partners seeking to re-sign mid contract (more than 6 months prior to contract expiry), the ultimate contract must be monthly minimum spend increase (i.e. \$5,000 increase to \$10,000 or \$10,000 increase to \$30,000)
- For Partners seeking to re-sign and are currently out of contract (less than 6 months prior to expiry or current on a month to month contract), the partner can sign on their current tier or minimum spend commitment and received the relevant tier price decrease for future subscription additions
- A contract re-sign does not include a re-rate of existing services. The new pricing will applied to services provisioned the month after contract execution.





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advantage

