

Confidential

OpenText Accelerate Partner Program Guide



OpenText Accelerate Partner Program Overview

The OpenText Accelerate Partner Program provides exceptional benefits to Partners based on their achievement of specific requirements and level of commitment to the program.

The OpenText Accelerate Partner Program is applicable to the following partner types: Resellers (including Value-Added Resellers (VARs)), Managed Service Providers (MSPs), Distributors, Value Added Distributors (VADs), Global System Integrators (GSIs), and Alliance Partners.

Participation in the Accelerate Partner Program does not provide access to, and this Accelerate Partner Program Guide does not apply to, any other partner programs run by OpenText or its affiliates.

Below is an overview of the specific benefits and requirements applicable to Resellers (including VARs) and MSPs in the OpenText Accelerate Partner Program. Speak to your Partner Account Manager about any specific benefits related to your partner level.

Other partner types should reach out to their partner account manager or accelerate@opentext.com for specific information about their program requirements and benefits.

Applicable Products

This OpenText Accelerate Partner Program Guide is applicable to a partner's purchases to the following products:

- Carbonite™ Endpoint Backup
- Carbonite™ Server Backup
- Carbonite™ Migrate
- Carbonite™ Availability
- Carbonite™ Recover
- Carbonite™ Information Archiving (from Zix)
- Carbonite™ Cloud-to-Cloud Backup (from Zix)
- Webroot™ Business Endpoint Protection
- Webroot™ Security Awareness Training
- Webroot™ DNS protection
- Webroot™ Email Threat Protection (from Zix)
- Webroot™ Email Continuity (from Zix)
- Webroot™ Email Encryption (from Zix)
- Webroot™ Email Message Privacy
- Microsoft CSP Solutions

This OpenText Accelerate Partner Program Guide is not applicable to any other OpenText Cybersecurity products. For other OpenText products, please see the appropriate program or product guides available on the Accelerate Partner Portal.

Certifications

The OpenText Accelerate Partner Program offers training and certifications within the Accelerate Partner Portal.

- To earn and maintain Silver, Gold, or Platinum Partner level, partners must complete training courses to obtain Master Certified Partner status.

- Different employees from your organization can complete the courses to achieve a combined Master Certified Partner status.
- Certifications are good for 2 years or until the product version updates.
- If a certified employee leaves or lapses, certifications must be replaced within 60 days.
- Failure to comply may impact partner level and access to partner program benefits.

MASTER CERTIFIED PARTNER Data Protection Master		
Silver	Gold	Platinum
# of certifications required (<i>certification consists of courses below</i>)		
2	4	4
<ul style="list-style-type: none"> • Carbonite™ Server Backup Sales Certification • Carbonite™ Endpoint Backup Sales Certification • Carbonite™ Server Backup Technical Certification • Carbonite™ Endpoint Backup Technical Certification 		

MASTER CERTIFIED PARTNER Data Security Master		
Silver	Gold	Platinum
# of certifications required (<i>certification consists of courses below</i>)		
2	4	4
<ul style="list-style-type: none"> • Webroot™ Business Endpoint Protection Sales Certification • Webroot™ DNS Protection Sales Certification • Webroot™ Security Awareness Training Sales Certification • Webroot™ Business Endpoint Protection Technical Certification • Webroot™ DNS Protection Technical Certification • Webroot™ Security Awareness Training Technical Certification 		

Partner Program Level Evaluation

A Partner's achievement of program requirements and corresponding program level are evaluated on an annual basis at the beginning of each calendar year. A Partner may be moved to a higher program level based on the achievement of the requirements applicable to that level. Conversely, a Partner may be moved to a lower program level if the partner is not achieving their revenue requirements or other requirements applicable to their current program level. In the latter case, a Partner will first be notified that their current level in the program is in jeopardy. If, in the following three months, the Partner does not successfully meet their program requirements, OpenText may move the Partner to a lower level or remove the Partner from the program.

Program Benefits

The following tables list the benefits an OpenText Accelerate Resellers (including VARs) and MSPs may earn as they progress through the program levels.

Resources	Description	Bronze	Silver	Gold	Platinum
Partner Portal Access	The OpenText Accelerate Partner Portal serves as a single repository for training, program resources, sales/marketing tools and more. If you are an OpenText Accelerate Partner and do not have portal access, please contact us at accelerate@opentext.com .	✓	✓	✓	✓
Partner Communication	OpenText distributes Partner communications on a regular basis to ensure Partners are aware of special promotions, updated training, product releases and events. Communications include a monthly Partner newsletter, a blog, Partner webinar series and more. Please keep your contact information current in your Partner Portal profile to receive these communications. To request access to these communications, please contact us at accelerate@opentext.com .	✓	✓	✓	✓
Coverage	Description	Bronze	Silver	Gold	Platinum
Partner Account Manager	OpenText may provide access to Partner Account Managers for customer engagements for Gold and Platinum Partners. This benefit is also available on a case-by-case basis to some Bronze and Silver Partners.	Case by Case	Case by Case	✓	✓

Coverage	Description	Bronze	Silver	Gold	Platinum
Pre-sales Technical Resources	OpenText may provide access to pre-sales technical assistance for customer engagements for Gold and Platinum Partners. This benefit is also available on a case-by-case basis to some Bronze and Silver Partners.	Case by Case	Case by Case	✓	✓
Solution Consultant	MSP partners may have access to a Solution Consultant to help build out their solution offering.	Case by Case	Case by Case	✓	✓
Executive Sponsor	OpenText may provide an executive sponsor to participate in annual meetings and help drive strategic alignment.				✓
Account mapping	OpenText may conduct account mapping with their Gold and Platinum Partners and on a case-by-case basis with Bronze and Silver Partners.	Case by Case	Case by Case	✓	✓
Partner badges	Partners may promote their proficiency and competencies in OpenText products and services by earning badges.	As achieved	As achieved	As achieved	As achieved

Sales	Description	Bronze	Silver	Gold	Platinum
Access to deal registration	<p>The deal registration discount for resellers, in addition to the base margin, may apply to qualified sales opportunities upon review and approval.</p> <p>In addition to new customer deals, deals with existing customers are eligible for deal registration discounts in the case of an upsell (more volume) or a cross-sell (new product line).</p> <p>Speak with your Partner Account Manager for Partner Program discounting guides and specific discounts that are available based on your partner level.</p> <p>MSP partners do not receive an additional discount for deal registration but on a case-by-case basis may receive deal protection which may prevent other partners from registering the same opportunity.</p>	✓	✓	✓	✓
Access to sales material	<p>All Partners have access to sales resources essential for selling OpenText products. These materials include solution videos, datasheets, whitepapers, reports and more. These materials can be found in the Collateral section, as well as in the Training section of the Partner Portal.</p>	✓	✓	✓	✓
Access to NFR licenses or subscriptions	<p>Partners have access to one-year Not for Resale (NFR) licenses or subscriptions for testing and customer demonstration purposes.</p> <p>See the OpenText Accelerate NFR Program Guide for more information.</p> <p>To request NFR licenses or subscriptions, please contact your Partner Account Manager.</p>	✓	✓	✓	✓

Sales	Description	Bronze	Silver	Gold	Platinum
Sales incentive programs	Partners may earn sales incentives based on promotions being offered at any given point in time.	✓	✓	✓	✓
Invitation only Marketing Development Funds (MDF)	Selected Partners may request MDF for demand generation events. Partners are required to complete a one-page marketing plan approved by their Partner Account Manager and/or marketing manager prior to the use of MDF funds.	By invitation	By invitation	By invitation	By invitation
Technical	Description	Bronze	Silver	Gold	Platinum
Solution development	The applicable Partner Account Manager may work with a Partner's assigned solution consultant to help define and build out the Partner's solution offering.			✓	✓
Customer onboarding tools and support	MSP Partners have access to tools, support, and training to help onboard and provision new customers as well as administer and manage their platform.	✓	✓	✓	✓
White label	Gold and Platinum Partners may white label a solution where technical specifications allow.				✓
Technical webinars	OpenText systems engineers conduct monthly webinars to provide technical overviews and online demos of OpenText products. Partners can register for these webinars by contacting their Partner Account Manager.	✓	✓	✓	✓
Access to knowledge databases	Partners have access to knowledge databases for searchable, online technical assistance regarding OpenText products and solutions. These databases include how-to guides for configuration, deployment, and troubleshooting.	✓	✓	✓	✓

Program Requirements

Resellers (including VARs) and MSPs in the OpenText Accelerate Partner Program are required to meet the following requirements by program level.

Engagement & Relationship	Description	Bronze	Silver	Gold	Platinum
Completed application (for new Partners)	New potential Partners may be required complete a program application form.	✓	✓	✓	✓
Coverage	Description	Bronze	Silver	Gold	Platinum
Primary contact	All Partners must identify a primary contact to support the relationship.	✓	✓	✓	✓
Designated marketing contact	Gold and Silver Partners may be required to designate a marketing contact to help develop and execute marketing plans.			✓	✓
Executive sponsor	Platinum Partners may be required to identify a named executive to collaborate with their OpenText Executive Sponsor on a regular basis.				✓

Revenue	Description	Bronze	Silver	Gold	Platinum
Revenue commitment requirements for Resellers (including VARs)	Annual bookings requirements for Carbonite and Webroot products in ACV/ARR (actual cash value/annual recurring revenue). Currency and value determined using USD equivalent conversions. See Applicable Products section below.	\$0	\$10K	\$25K	\$50K
Revenue commitment requirements for MSPs	Annual booking requirements for Carbonite and Webroot Products Only in ACV/ARR (actual cash value/annual recurring revenue). Currency and value determined using USD equivalent conversions.	\$0	\$5K	\$10K	\$25K
Certification	Description	Bronze	Silver	Gold	Platinum
Technical training	Partners must have a minimum number of employees with the Cyber Resilience Master Certification consisting of both sales and technical eLearning courses for available products. See Certification here.	0	2	4	4
Support	Description	Bronze	Silver	Gold	Platinum
Level 1 Support	All MSP partners must provide Level 1 support to their customers and may be entitled to direct Level 2 support. Reach out to your Partner Account Manager for more information.	✓	✓	Level 2	Level 2