



## PARTNERING FOR SUCCESS

When you enroll as a member of the OpenText Global Partner Program, you are teaming up with the market leader in Enterprise Information Management (EIM). OpenText is dedicated to establishing relationships with the best resellers, services, and technology providers to ensure customer success. As partners, we will work cohesively to implement and support new and evolving industry standards and cutting-edge technologies.

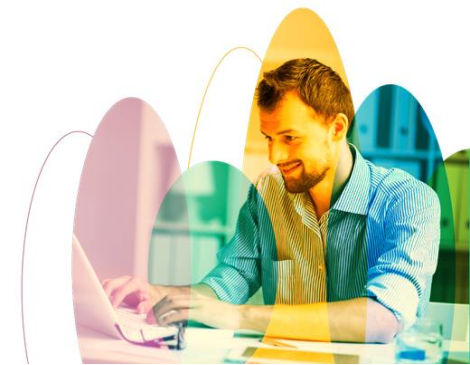
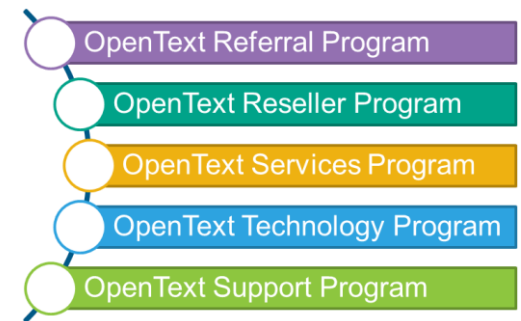
### The OpenText Global Partner Program

The OpenText Global Partner Program is designed to maximize the value of our partner relationships in the EIM marketplace. Partners enroll in a specific program and are measured against annual attainment requirements. Partners will move through the program tiers upon over achievement of targets. In return, Partners receive a variety of benefits to help them drive successful businesses. OpenText partners are given essential training and product knowledge, marketing and sales resources, and support to help them excel through extending the value of OpenText products and services. Our different partnership levels make it easy for any organization to partner with OpenText, based on varied levels of commitment and business goals.

**SILVER** partners demonstrate the necessary pre- and post-sales skills to deliver high quality solutions. These partners typically participate within a specific geographic region or industry. They receive direct access to the OpenText sales force and may leverage OpenText technical and marketing resources.

**GOLD** partners sell or co-sell their solutions with OpenText. Typically for larger firms with the ability to service clients on a national or global scale, Gold level participation offers enhanced support from OpenText in return for a strong commitment to working with us in many areas.

**PLATINUM** partners leverage their technology leadership, sales and marketing teams, and market presence to make commitments and investments in certifications, revenue growth, and customer satisfaction. They collaborate with all OpenText operational groups and receive dedicated account management.





# OPENTEXT™ GLOBAL PARTNER PROGRAM

## Referral Program

The Referral Program is designed to allow companies the ability to earn finder's fees for their effort in sourcing a net new customer lead for License, Subscription and Professional Services. These deals must be registered and approved to qualify. A 5% or 10% finder's fee is paid if the deal closes within 12 months of registration.

## Reseller Program

The Reseller Program designed to allow partners the ability to market and sell OpenText products and solutions. Partners are required to achieve annual program requirements contracted for license revenue, partner loyalty points and training targets to maintain tier status. Transactions are completed through the partner by proactively developing pipeline through marketing efforts.

## Services Program

The Services Program is for select regional system integrators, and consulting firms who wish to implement OpenText solutions. The program requires members to be certified for the given suite focus in order to maintain status within the program. The Platinum Tier is reserved for Global System Integrators and is by invitation and approval only.

## ***Ready to take the next step?***

Become an OpenText partner and member of the OpenText Global Partner Program today!

**APPLY NOW**

## Service Provider Program – Limited Reseller Option

Upon approval OpenText Services Partners have the ability to resell opportunities based on the Limited Reseller Agreement process. Each opportunity must have an approved and signed LRA.

## Technology Program

Technology Providers are vendors whose software and/or hardware offerings both complement and extend the value of OpenText product offerings. These partners offer best-of-breed technology components, seamlessly integrated with OpenText products and services.

## Support Program

The Support Program is an **invitation only** program that enables Customer Support Approved Partners to provide support direct to their customers.

**Tier 1** – Initial problem diagnosis; system configuration and installation; capture and analysis of related logs or traces and other information that defines the problem.

**Tier 2** – Problem replication; troubleshooting; testing; referral to other service areas and follow-up. This may also include evaluating the system for environmental changes, workarounds, or communicating best practices to the customer.

