

Coriant PartnerPlus Services

SELECTIVE PARTNERSHIPS DRIVING PROFITABLE RESULTS



THE CORIANT PARTNERPLUS PROGRAM IS A HIGHLY SELECTIVE PROGRAM FOR SALES PARTNERS, BUILT ON ESTABLISHING A LIMITED NUMBER OF CLOSE, CUSTOMIZED RELATIONSHIPS.

ITS FOCUS IS TO DRIVE RAPID, PROFITABLE RESULTS, BOTH FOR CORIANT AND OUR VALUED PARTNERS.

**GROW YOUR BUSINESS:
DEPLOY AND SUPPORT WHAT YOU SELL**

What's the key advantage of having Coriant as your leading technology partner? Most resellers would say it's being able to offer the industry's leading telecom solutions that lower network-operating expenses while providing best-in-class capabilities. That is crucial to winning or retaining a customer. But it's not the only thing your customer wants from you.

When you can also deploy, maintain and support the Coriant solutions you sell, your company becomes even more valuable to your customer and your relationship becomes stronger and more profitable. These are just a couple of key drivers behind the **Coriant PartnerPlus Services** program.

PARTNERPLUS SERVICE PROGRAM STRATEGIES

- **Improve** your end user experience by your ability to predict your costs and price services more competitively
- **Differentiate** between you and your competitors via best-in-class service delivery
- **Consistently deliver** high-quality services, minimizing your risks and increasing your revenues



ABOUT THE PARTNERPLUS PROGRAM

Coriant PartnerPlus Services is a vital part of Coriant's overall PartnerPlus Program. Regardless of your company's size or market focus, the PartnerPlus Program is designed to give you all of the resources you need to support and grow your business and build a stronger position for success.

How? It begins with Coriant technology, the force behind the industry's most innovative products and solutions. PartnerPlus offers our partners preferred access to that technology, along with a range of resources and market opportunity support to help accelerate growth.

Building on these valuable PartnerPlus Program elements, **Coriant PartnerPlus Services** has the potential to change how customers and prospects view your company. Coriant will train and certify your staff to deploy, maintain and support Coriant technology. We'll work with you to assess your current service-delivery capabilities and then tailor both our training and the PartnerPlus Program to your needs. The goal is to differentiate your company as a true full-service solution provider.

PARTNERPLUS PROGRAM ELEMENTS

- **Annual Business Planning and Regular Reviews:** Coriant's Channel Sales Manager consults quarterly with your company to identify opportunities, develop selling strategies, and address challenges
- **Sales Training and Ongoing Education:** Live sales training classes, web-based learning, lead generation webinars, and more
- **Proactive Communication and Partner Resource Center:** Frequent updates on Coriant's global initiatives, company events, and product news
- **Demo and Lab Equipment Discounts:** Special pricing on equipment to provide trial support, solution demonstrations, application deployment support and technical support
- **Market Development Funds:** Strategic support for key-product marketing activities, including lead generation and decision-maker education
- **Sales and Marketing Support:** A Channel Sales Manager, Marketing Manager, Development Manager, and Solution Sales Engineer are available to help you meet your sales goals

CORIANT PARTNERPLUS SERVICES: YOUR COMPETITIVE ADVANTAGE

Coriant authorized resellers can grow more agile and more competitive because of the sales training, strategic planning, and many other resources provided by the PartnerPlus Program.

With the **PartnerPlus Services Program**, Coriant partners gain another key advantage in their respective markets: technical training and certifications to better deploy, maintain and support Coriant solutions.

No longer merely resellers, our partners will be better positioned to win greater confidence and larger contracts from customers seeking a long-term relationship, not just a one-time transaction.

Like the rest of the PartnerPlus Program, **PartnerPlus Services** is clearly structured yet flexible enough to meet individual-partner needs. Coriant provides two training paths: one for deployment, the other for technical support. The major components of PartnerPlus Services are:

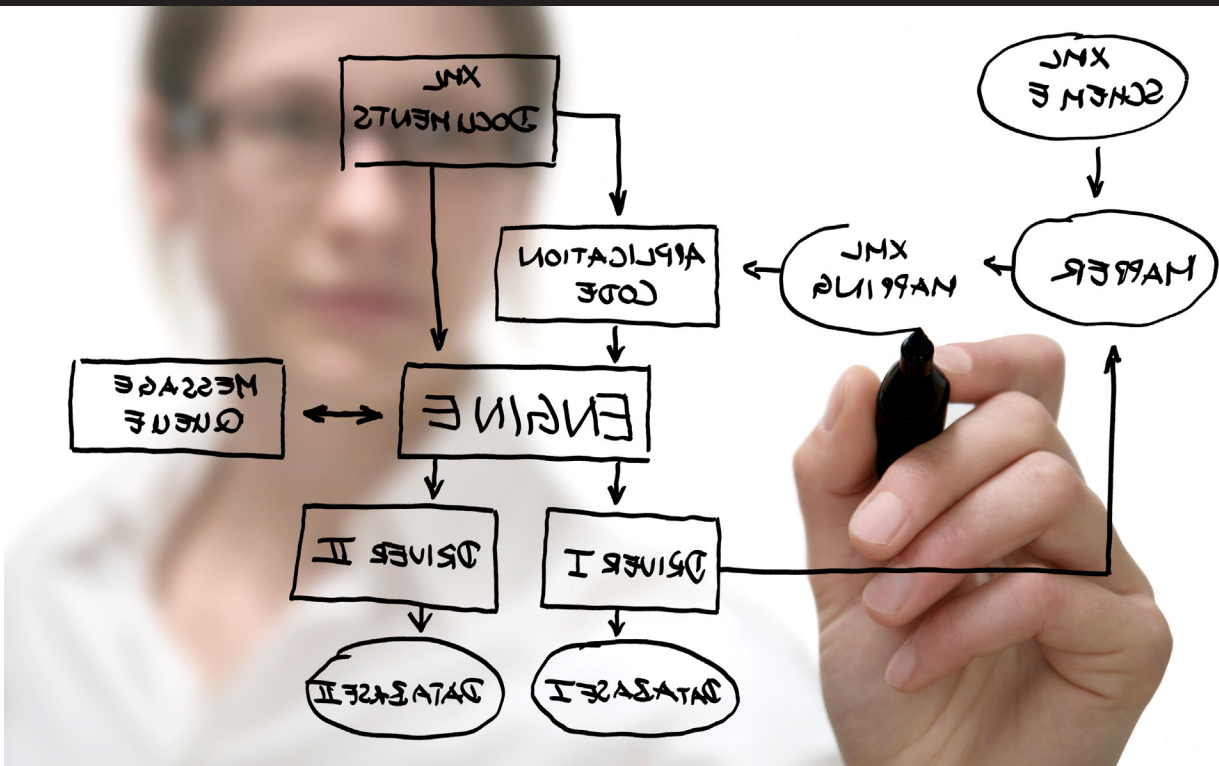
- **Services Operations Reviews:** Meetings to assess the partner's service strengths and needs, leading to a customized action plan to help the partner achieve its sales goals and service commitments
- **Standardized Training Program:** Subscription options providing online access to hundreds of courses on technical fundamentals, plus product-specific, "hands-on" instructor-led classes. For select Coriant products, your staff can earn certifications that will help further differentiate your company from competitors.
- **Certification Program:** As a Certified Service Partner, you would be eligible to bid for Coriant subcontractor projects, which would provide you with even more revenue opportunities
- **Mentoring:** To further prepare and support your trainees in "real world" service situations, the certification program provides for Coriant service representatives to be on-site in order to provide in-person deployment coaching. In addition, you'll have ongoing access to Care Services via phone, email or the web to cover technical support and hardware servicing support needs.

CHANNEL MANAGEMENT TEAM

As mentioned, partner companies enjoy support from assigned Channel Managers and from the broader resources within Coriant.

PERFORMANCE-BASED SUPPORT AGREEMENT DISCOUNTS

- Partners will receive discounts on Coriant's Care fees based on their staff's overall tech-support expertise
- Three levels of expertise for partner's staff to achieve
- Higher expertise = higher revenue for the partner



NOW THAT YOU KNOW ABOUT CORIANT PARTNERPLUS SERVICES... WHAT'S NEXT?

PartnerPlus Services is exclusive only to Coriant Authorized Partners.

- If your company is already a Coriant Authorized Partner, your Channel Service Manager will contact you to schedule your first (or next) Services Operations Review
- If your company is not currently a Coriant Authorized Partner, please contact: ChannelServices@coriant.com

Coriant PartnerPlus Services aims to focus on customer experience and help partners capitalize on two major trends transforming the industry

- Network Evolution
 - Increasing Capacity
 - Improving QoS
- Strategic Goals
 - Increase End-user Satisfaction
 - Reduce OPEX

PartnerPlus Services is a key component of the Coriant PartnerPlus Program. The program aims to maximize our partners' success by:

- Differentiating partners as full-service providers, not just resellers
- Boosting partners' service speed and quality
- Making partners eligible for new revenue opportunities as subcontractor
- Aligning partners with Coriant's decades of innovation and success

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