

OTRS Partner Program System Integration Partner

A worldwide, powerful partner network which provides high quality services – this is the key to everyone’s success! As a valued partner you can grow your business and increase your revenues with access to our knowledge and the worldwide OTRS community. We look for partners who can complement our business and provide their OTRS customers with value-added solutions. Specialize in OTRS and focus on your skills, make OTRS a part of your own success story and set yourself apart from your competitors.

This program’s mission is to develop a high performance business network delivering revenue growth, partner specialization and customer satisfaction.

We help customers to lower their costs, manage complexity, increase service quality and reduce the risk of their business operation. OTRS enables our customers to focus on business innovation and growth.

Join us!

Your

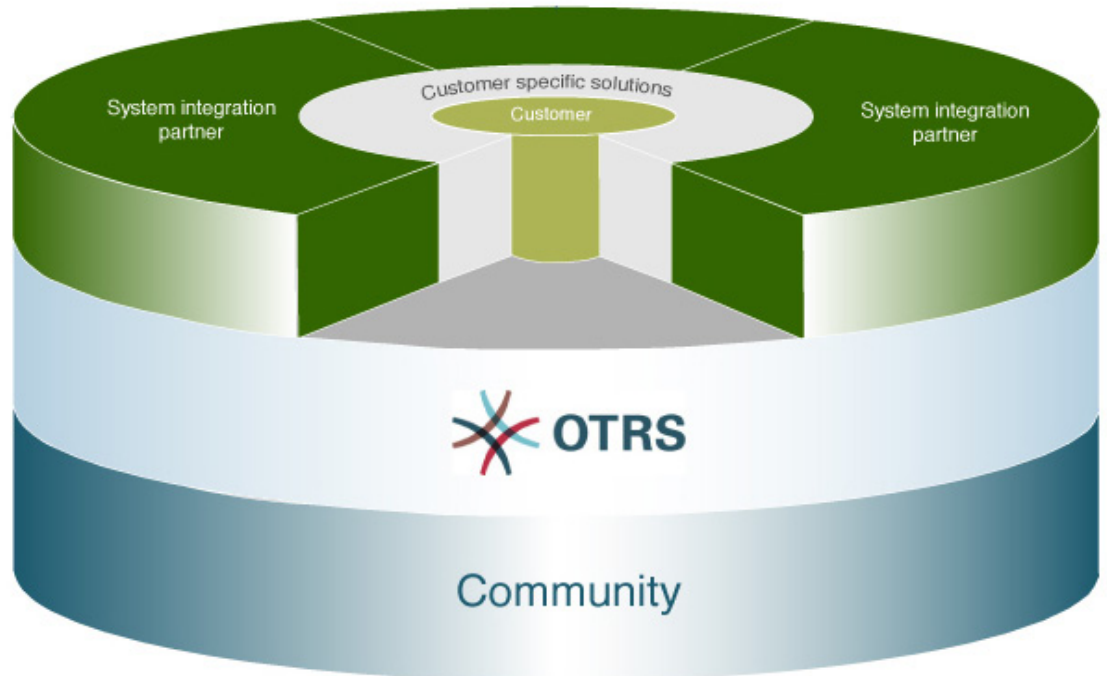
OTRS Partner Management Team

Why do we look for local partners

- Allow global customers to benefit from OTRS
- Reach global customers more effectively
- Assure global service availability

Why you should join

- Gain access to new customers
- Lower your costs of acquisition
- Increase customer visibility
- Quickly design own OTRS services
- Increase operational efficiency through valuable training
- Obtain technical as well as sales and marketing support



Where do we look for partners

We look for partners worldwide and beyond our domestic markets Germany, Austria, Switzerland, Netherlands, USA, Canada and Mexico. Nevertheless we are always open for any ideas and partnership proposals and will decide on a case-by-case basis.

We want partners who can complement our business and aim for delivering comprehensive high quality OTRS services to customers. Our target is to build up a strong, global network of certified OTRS partners who act as the first point of contact and OTRS service providers in their respective markets.



Program details

The OTRS partner program is planned to build a network of OTRS professionals around the globe to offer high quality service to our customers worldwide. We believe in strong partnerships built on a joint business perspective and invite companies from all over the world to join the OTRS partner network and make OTRS a part of their own success story.

As an OTRS system integration partner you provide the resources and OTRS business services, such as customization and implementation. To enable you to provide the services on an expert level we ask you to get your staff certified, which is a requirement for becoming a partner. This certification guarantees that our customers receive the same quality of service no matter which partner they choose in doing. So, we ensure that the customers' organizations receive maximum return from their investment and their implementation of OTRS.

Benefits

To make it easier for our customers to choose the OTRS partner they want to work with as well as for a classification among our partners, we currently offer three partner levels with different benefits as well as with different requirements.

	Partner	Premium Partner	Preferred Partner
KNOWLEDGE SHARING			
Access to the partner portal	•	•	•
Access to the partner mailing list	•	•	•
Access to the OTRS road map	•	•	•
BUSINESS SUPPORT & TRAINING			
Lead referrals to Partner	•	•	•
Annual partner support requests ^{1.)}	3	5	10
Discount on support contract for partners internally used OTRS	30% (not for resale)		
Sales Margin on referred Subscription or Managed OTRS contracts ^{2.)}	•		
Own service desk integration ^{3.)}	•		
Discount on certifications	50% to all subsequent trainees beyond the 1 st		
MARKETING			
Partner logo usage	•	•	•
Online access to the partner portal	•	•	•
Listing in the online partner directory	•	•	prominent
Joint press activities	--	by invitation	•
Joint trade fair activities	--	by invitation cost sharing	by invitation cost sharing
Partner convention (additional fee required)	•	•	•

Requirements

	Partner	Premium Partner	Preferred Partner
GENERAL			
Application form	•	•	•
Signed partner agreement	•	•	•
CERTIFICATION			
Minimum # of certified consultants	1	2	3
Participation in onsite certification	•	•	•
Minimum # of certified sales experts ^{4.)}	1	1	1
Recertification (every 24 months)	Major releases		
MISCELLANEOUS			
Annual deployments (quarterly reports)	4	8	12
Annual contribution of case studies	2	4	6
Promotion of OTRS services on partner's homepage	•	•	•
Business plan (60 days of signing)	•	•	•

- ^{1.)} The technical partner support included in the annual program fee is limited to integration/non-production incidents and service requests per year. There is no guaranteed response time tied to this SLA.
- ^{2.)} Subscription and Managed OTRS contracts that are referred to OTRS as a unique opportunity or as part of a resold Best Practice Edition package for that a partner delivers the consulting share of services.
- ^{3.)} Any end user support shall be governed by a contract between OTRS and the end user. Partners with an own service organization incl. a service desk are offered the opportunity to be integrated in the OTRS Global Managed Service organization, i.e. they keep the role as their customers Single Point of Contact and get technical support for problems and request for changes from OTRS. In return a partner gets a recurring annual share of revenue.
- ^{4.)} Sales Reps do not have to attend the technical onsite training certifications

Become a partner

- Step 1:** Complete the application form
- Step 2:** After submission, we will review your application and if it is approved, we will send you the partner agreement.
- Step 3:** Please print two copies and send them to us (we need the two originals) by post and additionally by fax to +49 6172 18076 90.
- Step 4:** You will receive detailed information about the next steps with our confirmation.

Certifications

Within the OTRS system integration partner program, we are categorizing our partners according to their strengths and skills within two key areas of platform specializations, namely: Unix / Linux and Windows. As mentioned each level of partnership requires different certification courses to be successfully completed.

Technical certifications rest the expertise required to implement and customize OTRS Help Desk and/or ITIL® V3 compatible IT Service Management solution OTRS ITSM regarding a certain platform as well as potential third party solution. On-site certifications are therefore mandatory.

Sales certifications test the knowledge and the ability of a sales person to sell a particular product (e.g. OTRS related services), which does not typically require the same in-depth level of knowledge expected from those installing or configuring OTRS and OTRS ITSM. Sales reps will be provided helpful tool sets as well as individual guidance from OTRS Partner Management to acquire the necessary know-how. An on-site certification therefore is not necessary.

OTRS System Integrator Partner Program - certification path				
Optional certifications	Migrations	Service Catalog & CDMB Design		Optional certifications
	Service Catalog & CDMB Design	OTRS High Availability		
	OTRS High Availability			
Required certifications			OTRS High Availability	Required certifications
			Service Catalog & CDMB Design	
		Migrations	Migrations	
	OTRS ITSM practitioner	OTRS ITSM practitioner	OTRS ITSM practitioner	
	OTRS practitioner (Linux / Windows additional skills)	OTRS practitioner (Linux / Windows additional skills)	OTRS practitioner (Linux / Windows additional skills)	
	OTRS foundation (Linux / Windows basic skills)	OTRS foundation (Linux / Windows basic skills)	OTRS foundation (Linux / Windows basic skills)	
	Sales foundation	Sales foundation	Sales foundation	
	OTRS Partner	OTRS Premium Partner	OTRS Preferred Partner	

Regions

North America

OTRS Inc.
19925 Stevens Creek Blvd.
Cupertino, CA 95014-2358
USA
T: +1 408 725 7501
F: +1 408 725 8885

Europe

OTRS AG
Norsk-Data-Straße 1
61352 Bad Homburg
Germany
T: +49 6172 681988 0
F: +49 6172 18076 90

OTRS AG
Europaring 4
94315 Straubing
Germany

OTRS B.V.
Schipholweg 103
2316 XC Leiden
The Netherlands
T: +31 71 8200255
F: +31 71 8200254

Latin America

OTRS S.A.de C.V.
Oso 127 – 105
Col. Del Valle
03100 México, D.F.
Mexico
Tel.: +52 55 5524 3171

OTRS Lab, S.A. de C.V.
Parque de Software, Módulo A1, Circuito
Norte 100
Parque Industrial Zapotlan 2000
49000 Ciudad Guzmán, Jalisco
Mexico

Asia Pacific

OTRS Solution Sdn. Bhd.
17-1B, Jalan Puteri 2/7
Bandar Puteri
47100 Puchong, Selangor
Malaysia
T: + 603 8065 3323

OTRS Ltd.
Rm 406, 4/F
Boss Commercial Centre
28 Ferry Street, Jordon
Kowloon
Hong Kong
T: + 852 3690 1503

Contact

Email: partner@otrs.com
Website: www.otrs.com