

OTRS Partner Program Tangible Benefits

	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)	•	•	•

^{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.

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