

Partner Onboarding Pack



July 2021

Manage Protect



Offices
Sydney
Melbourne
Auckland

ONBOARDING PROCESS

Welcome to the Manage Protect Partner Program!

Our on-boarding process will ensure that you receive all the information and support required to start selling our services quickly.



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PROGRAM ROADMAP

Manage Protect offers the support, programs, and tools our partners need to begin selling quickly and continue selling successfully.

Take advantage of our program components below to ensure you are generating greater recurring revenues with less effort, in less time!

First 7 Days

- Introduction call with your Partner Manager
- Converge partner portal Log-in received
- Product training for sales and support teams
- Overview of Manage Protect Partner resources
- Start provisioning services via Converge Partner Portal



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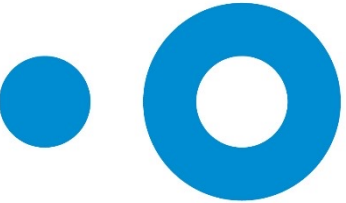
Melbourne

Auckland

PROGRAM ROADMAP

Ongoing

- Regular Engagement – Your Manage Protect Partner Manager will regularly be in contact with yourself to ensure you are aware of any new exciting events, or product launches. This also provides a great opportunity to provide feedback and get any questions you may have answered.
- Event Support - Manage Protect can assist you with events (trade shows, seminars, lunch-n-learn, golf promotions, etc.). Contact your Partner Manager to discuss options



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COMMUNICATION

Manage Protect will engage in communication with you via:

- Face to face meetings
- Zoom Webinars & Phone Calls
- Monthly Newsletter's
- Service and maintenance notifications – via Status Page
- Sales & Marketing Emails - communications regarding new products, additional features, promotions, and special announcements

"Communication is key to the success of our partnership"

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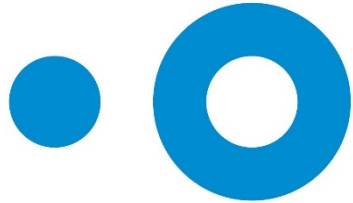
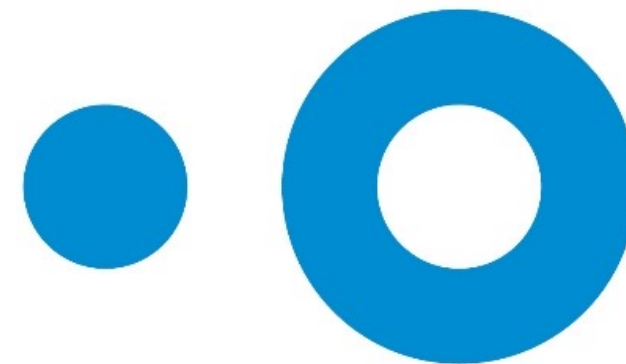
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YOUR PARTNER MANAGER

Your Partner Manager supports you in a number of ways:

- Work with you to get the best results
- Recommend which sales and marketing resources may benefit your business
- At your request, accompany your salespeople to client visits
- Assist with sales proposals
- Provides your valuable feedback to the rest of the company
- Assist with any product related questions you have
- Assist your team to attend product training sessions



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CONVERGE

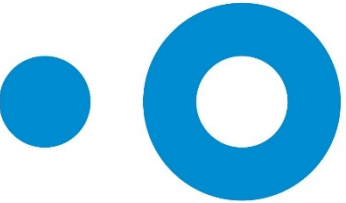
The **Converge** partner portal is the one place where you can go to manage your customers' cloud services in a single pane of glass.

Developed as our own proprietary portal solution, the key benefits are real-time provisioning, billing and management of Manage Protect services including Microsoft 365, MPmail, Workplace & MParchive from a single secure portal.

One login per partner is issued to the partner primary contact person. That login can add and manage individual logins within Converge.

The automation that Converge provides results in time saving, scalability and better accuracy of reporting.

To get the most benefit, make sure you a Converge training session <https://www.manageprotect.com/support/upcoming-training/>



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TRAINING RESOURCES

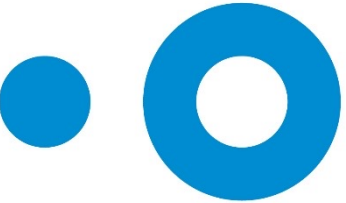
Training Videos

Videos on KB: <http://support.manageprotect.com>

YouTube Channel: <https://www.youtube.com/user/manageprotectvideos>

1 on 1 Training Sessions

To book visit: <https://www.manageprotect.com/upcoming-training/>



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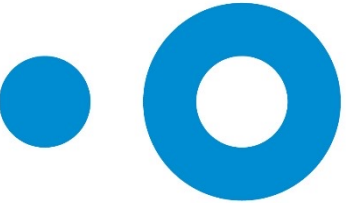
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PROVISIONING & SUPPORT

- Manage Protect partners can order services via the Converge partner portal <https://converge.mp/> or by sending an email to provisioning@manageprotect.com
- Sign up to **StatusPage** to be the first to know of issues impacting your customers <https://status.manageprotect.com/>



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MANAGE the Internet, **PROTECT** your business

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