

C•CURE Partner Certification Programme

Introduction

We know from our global experience that such a programme is successful in developing good relationships between dealers, integrators and users of C•CURE. The scheme ensures a consistent level of service and maintenance for the user.

The C•CURE Partner Programme comprises of businesses that have demonstrated a level of excellence in Software House product knowledge, support and service; as well as a good overall knowledge of Information Technology.

The programme cultivates the commitment necessary to achieve the quality of service our mutual customers expect.

Programme overview

The structure of the programme allows integrators to achieve their appropriate level of certification and enables Tyco to measure development and promote advancement. IT networking plus system integration knowledge and experience will be taken into account alongside the Integrator's business plan for the growth of C•CURE.

A member of the C•CURE Partner program will have demonstrated the following:

- Evidence of a sound business structure.
- Membership of approved trade associations.
- NSI Gold status for Access Control (or equivalent).
- ISO9001/2000 or 2008 accreditation
- The engineers put forward for training hold at least one pass in a Microsoft Certified Professional paper or equivalent.
- An understanding that applicants with multiple office locations are required to have each office/site separately vetted.
- Participation in reviews of performance, skills and future business plans.
- An understanding not to actively approach or solicit any existing C•CURE End User thus undermining the relationship the user has with an existing partner/dealer.
- Agreed to carry and replenish an agreed quantity of Service Stock.

Training

The accreditation to be a C•CURE Partner will only take effect after the applicant has successfully completed training of at least two engineers.

PLEASE NOTE -Technical Support limitations

All technical support given to Approved Partners and Dealers will be at a level commensurate with their status within the program. Support may be declined if it is deemed by our technical team that the partner's knowledge is not at an appropriate level to suit the task in hand.

Certification Levels

The Software House C•CURE Partner Programme is ardent regarding the meeting of its technical qualifications for the desired levels.

Further to the requirement for Software House skills and Microsoft/3rd party training, Integrators will also need to have a minimum installed base as well as a minimum penetration of Software Support Agreements (SSA).

New applicants to the partner programme will be considered on merit and if successful be appointed as Registered Dealers. (See notes below benefits section).

SOFTWARE HOUSE

The table below illustrates the number of required technicians trained and certified in the corresponding skills for entry into the programme and to reach the various levels. In addition the dealers should demonstrate an **SSA Penetration** of 80% of sites where the Integrator is the dealer of choice.

Enterprise Partner	<p>Software House training - Four people trained at C·CURE Level 1, two of which must also be at C·CURE Level 2.</p> <p>IT skills - at least three of those trained to have two passes in a Microsoft Certified Professional paper or equivalent.</p> <p>Typical experience - Maintains ten (10) C·CURE systems separately licensed, with 75 panels; and able to demonstrate the knowledge and capability of supporting C·CURE business continuity systems running over a LAN and WAN.</p>
Advanced Integrator	<p>Software House training - Three people trained at C·CURE Level 1, two of which must also be at C·CURE Level 2.</p> <p>IT skills - at least three of those trained to have a single pass in a Microsoft Certified Professional paper or equivalent.</p> <p>Typical experience - Maintains ten (10) C·CURE systems separately licensed, with 75 panels; and be able to demonstrate the knowledge and capability of supporting C·CURE business continuity systems running over a LAN and WAN.</p>
Certified Integrator	<p>Software House training - Two people trained at C·CURE Level 1, one of which must also be at C·CURE Level 2.</p> <p>IT skills - at least two of those trained to have a single pass in a Microsoft Certified Professional paper or equivalent.</p> <p>Experience - Currently maintains five (5) C·CURE systems separately licensed ,with a total of 25 panels.</p>
Registered Dealer	<p>Software House training - Two people trained at C·CURE Level 1.</p> <p>IT skills - at least one of those trained to have a single pass in a Microsoft Certified Professional paper or equivalent.</p>

C·CURE Partners will receive the following Programme Benefits:

- Full product training free of charge.
- Access to further expert training modules
- Discount on Software Support Agreements
- Priority call handling for technical troubleshooting including software support for systems covered by warranty or SSA
- Monthly report summarizing support calls activity on request.
- Receive qualified in-house sales leads
- Invitations to Software House-sponsored events
- Participation in product development forums

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