



What is Partner Services?

Over the past several years, e-Builder has developed a Partner network of qualified industry and technology experts to provide high quality services to our Customers. The work that we do with each Partner varies from pursuing sales opportunities together, to delivering shared solutions, to supporting our Partners in their own e-Builder implementations.

As our Partner network grows, we want to ensure that every Partner we work with is empowered to deliver successful e-Builder solutions. That is why we established the Partner Services Program with a team dedicated to providing our Partners with a solid foundation for our shared success.

The goal of the Partner Services Program is to give our Partners the support, training and tools needed to deliver successful e-Builder implementations, to provide our Partners with proactive communication, and to facilitate our work together.

Who is on the Partner Services Team?

The Partner Services team members are:

- Jamie Cooke, Program Manager Partner Services, jcooke@e-builder.net
- Ellen Long, Manager Partner Services Learning and Development, elong@e-builder.net

We work closely with our Partner Sales team: Joe Cartin, Chris Hussey, Marty Moran and Matt Watts.

How are we currently helping our Partners?

The Partner Services team is currently providing a range of services for our Partners that includes:

- Assisting on Partner opportunities to maximize the potential for shared wins
- Working with our Professional Services Team on Partner implementations to address impediments to successful delivery
- Facilitating the handover of Partner implementations as they become live accounts
- Addressing questions and challenges on live Partner accounts
- Providing greater communication on open Partner Support Cases
- Establishing e-Builder Partner Certification to allow our Partners to be formally recognized as industry experts in the delivery of successful e-Builder solutions
- Developing Partner specific training classes, tools and resources for more successful Partner implementations
- Working with our Marketing team on the quarterly Collaborate newsletter for our Partners
- Serving as a central point of contact for Partner questions and assistance
- Getting feedback from our Partners on how we can provide greater support and other valuable Partner services.

What future services are we planning for our Partners?

As the Partner Services Program evolves, the team is planning to provide several additional services to support our Partners including:

- A secure Partners portal for 24x7 access to our resources. This will include content that is available to all Partners and content that is exclusively available to our Silver, Gold, Platinum and Diamond Certified Partners.
- Dedicated support channels, easier access to our knowledge base, and more visibility on open support cases
- Expanded tools and resources with Partner Information Sheets on key topics like AppXchange integrations
- New Partner specific training opportunities including Implementation Training, Partner Quarterly Release webinars and customized Quarterly Partner Training
- Collaboration with the Professional Services team to improve Shared Implementation, Partner Oversight and Partner Standalone delivery methods
- Partner participation in our Early Adopter initiatives for emergent and newly released functionality (where possible)
- Additional services to facilitate your work with us from current implementations to live accounts to new opportunities
- More proactive communication including regularly scheduled status update calls with Partner teams
- Expanded Partner support at our Elevate Conferences
- More opportunities for us to jointly promote your successes to current and prospective Customers
- Incentives for our most successful Partner team members to become e-Builder Champions within their organizations
- Additional opportunities for you to provide feedback to the Partner Services team and improve our work together.

How can I get more information on Partner Services?

The Partner Program web page (<https://www.e-builder.net/services/partner-program/>) provides more information including downloadable brochures and templates. To discuss your specific needs, please contact us at partners@e-builder.net.