



Thales Accelerate
Partner Network

thales.webfinity.com

Introduction to Thales Accelerate Partner Network

Global Partner Program Guide

THALES

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Accelerate Partner Ecosystem

Discover the different partner types that make up the Thales Accelerate Partner Network.

- Value Added Reseller Partners
- Technology Partners
- MSP Partners
- Strategic Alliance Partners
- OEM Partners
- Distributor Partners

Program Benefits and Requirements

Discover the benefits and requirements for our various partner programs.

- Training and Enablement
- Partner Portal
- Partner Technical Support
- Deal Registration
- Co-op Marketing Program
- Partner Resources & FAQ

About Thales Cloud Protection & Licensing

Thales Cloud Protection & Licensing (CPL) is the worldwide leader in data protection, providing everything an organization needs to protect and manage its data, identities, and intellectual property through encryption, advanced key management, tokenization, and authentication and access management. Whether it's securing the cloud, digital payments, blockchain, or the Internet of Things, security professionals around the globe rely on Thales to confidently accelerate their organization's digital transformation. Thales CPL combines the industry-leading data protection, access management, and software protection portfolios of Gemalto and Thales eSecurity and is part of Thales Group.



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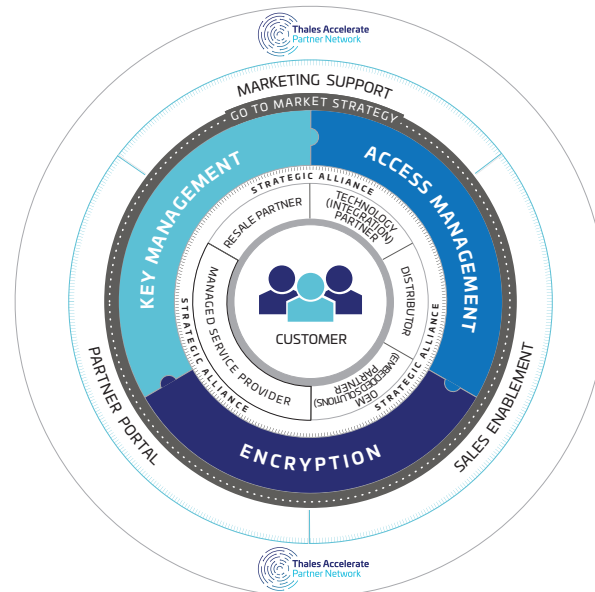
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When it comes to data security, decisive moments for modern business are ever-present. Being able to rely on trusted partners during these moments is crucial. At Thales, we work together with our partners to build data security experts within their organizations.

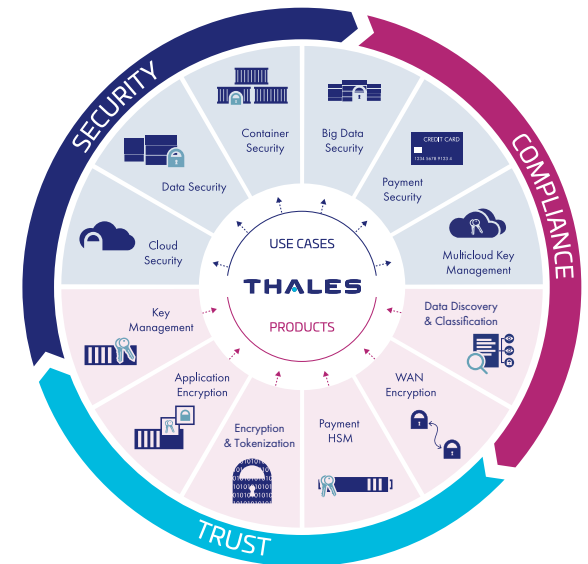
The Thales Accelerate Partner Network provides the skills and expertise needed to accelerate results and secure business with Thales technologies. Developed in collaboration with existing partners, our network delivers focused training, profitable discount structures, and support.

Together, we secure business.



Value Proposition

Committed to empowering partners to be both successful and profitable in the selling, delivering, and servicing of Thales Security solutions for customers across the globe, Thales helps partners expand their business and enables them to confidently engage with customers to assess, design, implement, and support new best-in-class security solutions, as well as provide security services and address emerging compliance regulations. We work closely with our network of partners to secure business together. See our [Partner Value Proposition Flyer](#)





Value Added Reseller Program

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Value Added Reseller Partners

Value Added Reseller Partners (Resellers) play an important role in providing security solutions and services to the market. Our Thales Accelerate Partner Network offers generous margins and services opportunities to boost our partners' profitability. Thales' 750+ vendor integrations make our solutions a natural extension to your existing line card.

Our Reseller Network consists of outstanding partner organizations supported by data security expertise and Thales technology. Thales' Accelerate program delivers the knowledge, expertise, and strategic vision to accelerate the performance and business results of our partners.

Separate from our Enrolled Partners, who are considered one-off transacting partners, our Resellers have the opportunity to move up the Thales Accelerate Reseller Pyramid into higher levels based on their annual results. Thales is committed to helping dedicated Resellers attain the highest level within our pyramid to support their efforts to differentiate themselves from their peers.

Reseller Partner Tiers

Our Value Added Reseller Program has four levels: Silver, Gold, Platinum, and Global. All partners enter at the Silver level; as their business accelerates, they can advance up to the next level. Each level has specific benefits and requirements that allow partners to increase profitably as their business with Thales grows. The Global level is reserved for strategic, multinational partners who operate in multiple countries around the world.

The program operates in a two-tier model, where Resellers are provided discounts through authorized Accelerate Distributor Partners in their regions.

Thales Accelerate Reseller Pyramid





Value Added Reseller Program Requirements

Thales requires partners in each level to meet minimum revenue thresholds and training requirements to maintain their status. Partners may move up in the Thales Accelerate Reseller Pyramid when they meet or exceed their requirements to drive incremental revenue and profitability.

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	Silver	Gold	Platinum
Annual Revenue Performance (USD, GBP, EUR)			
USA	50K–250K	250K–750K	750K+
Mature Markets *	50K–200K	200K–500K	500K+
Emerging Markets*	50K –150K	150K–300K	300K+
Training and Enablement Certifications			
Training and Certification Requirement	Yes	Yes	Yes
Sales Professional (SP) - Free, Online, and On-Demand. See Accelerate Partner Enablement Guide	1 Rep	2 Reps	3 Reps (USA and Mature Markets) 2 Reps (Emerging Markets)
Pre-Sales Technical Professional (PTP) - Free, Online, and On-Demand. See Accelerate Partner Enablement Guide	1 Rep	2 Reps	3 Reps (USA and Mature Markets) 2 Reps (Emerging Markets)
Pre-Sales Channel Partner Training (Paid and Classroom-Based) See Accelerate Partner Enablement Guide	Voluntary	Voluntary	By Invitation
Core Technical Training (CTT) Certifications	Recommended	1 Rep	2 Reps
Marketing			
Thales Represented on Partner Website	Required	Required	Required
Business Plan	N/A	N/A	Required



Value Added Reseller Program Benefits

Partner profitability is one of the core values of the Thales Accelerate Partner Network. Our Silver, Gold, and Platinum partners are provided highly competitive discounts to help secure business.

Financial Benefits

Base Discounts: Thales rewards Resellers with base discounts on eligible product families. Discounts are determined according to partner level. See the [Partner Discount Book](#) for more information.

Deal Registration: Additional incentives are awarded to partners who bring new business to Thales. See the [Thales Accelerate Deal Registration Guide](#) and [Partner Discount Book](#).

Sales Tools: Thales provides our Resellers sales and operational tools, including access to our Accelerate Partner Portal and online sales tools, as well as market information such as use cases, product solution guides, and collateral to help partners understand Thales technologies and support sales.

Sales Incentives and Promotions: Thales rewards Resellers with additional incentives to drive more opportunities for themselves and Thales.

Not for Resale (NFR): We provide a discount for licenses and hardware used for sales demo purposes. View the [Thales Accelerate Not for Resale \(NFR\) Program Guide](#).

Co-Op Fund: Resellers can leverage marketing funds through authorized Distributors. These funds are to assist in driving increased demand generation and to promote channel, as well as market, development. See the [Thales Accelerate Partner Co-Op Fund Program Guide](#).

	Silver	Gold	Platinum
Relationship			
Access to Thales Pre-Sales Engineer	Eligible	Eligible	Priority
Access to Sales Support	N/A	Inside / Field	Field
Executive Sponsorship	N/A	N/A	Eligible
Joint Sales Account Planning	N/A	N/A	Eligible
Access to Partner Advisory Council	N/A	N/A	By Invitation

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Training

Thales provides Resellers the required certification and enablement training to help them build the skills needed to successfully deliver Thales' solutions. Partners are provided access to free, online sales and pre-sales technical training for partner sales representatives and sales engineers. Additionally, we offer our Accelerate Channel Enablement (ACE) Webinar Series for partners, which covers all the latest Thales topics. Visit the Accelerate Partner Portal to view the [Accelerate Partner Enablement Guide](#).

	Silver	Gold	Platinum
Access to Online and In-Person Technical Training for Partner Engineers (Paid)	Yes	Yes	Yes
Partner Pre-Sales Certification Badging	Yes	Yes	Yes
Customized Sales and Pre-Sales Enablement	N/A	Offered at Discount	Offered at Discount
Professional Services Delivery Partner Training and Designation	N/A	N/A	By Invitation
Access to In-Person Pre-Sales Channel Partner Training for Partner Sales Engineers	N/A	N/A	Priority

Marketing

Marketing Access / Lead Generation Tools / Campaigns	Yes	Yes	Yes
Voice of the Partner Program	Yes	Yes	Yes
Monthly Partner Newsletter	Yes	Yes	Yes
Thales Accelerate Branding Guidelines Compliance	Yes	Yes	Yes
Listing in Partner Locator	Not Eligible	Yes (Excludes LATAM)	Yes (Excludes LATAM)
Lead Sharing	Not Eligible	Eligible	Priority
Partner Summit and Sales Kick Off	Not Eligible	By Invitation	Priority (1 Rep)

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	Silver	Gold	Platinum
Support			
Access to Web-Based Customer Support Portal	Pre-Authorization Required	Pre-Authorization Required	Pre-Authorization Required
Access to Help Desk	Yes	Yes	Yes
Access to Technical Knowledgebase	N/A	If L1 Support Partner	If L1 Support Partner
Level 1 Technical Support Authorization Partner L1 Technical Support Program Guide	N/A	Eligible	Eligible
Product Evaluation Unit	N/A	N/A	Yes
Professional Services	By Invitation	By Invitation	By Invitation
Resale Discount. See the Partner Discount Book	Eligible	Eligible	Eligible
Quick Start Engagement Tools	N/A	Yes	Yes
Professional Services Delivery Certification	N/A	N/A	Yes



Technology Partner Program

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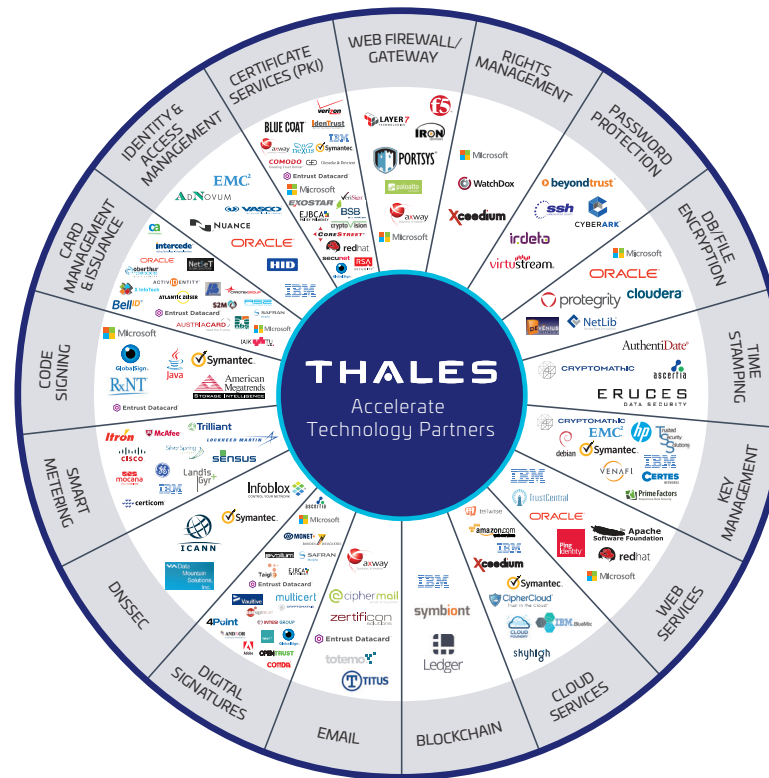
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The Thales Technology Partner Program is an important and vibrant part of our partner ecosystem. Our Technology Partners are vendors who want to validate the integration between their product and a Thales product or service. Thales encourages the interoperability between our products with other vendors, and offers support for those efforts. Technology Partners receive recognition for successful integrations, as well as benefits such as access to tools and technical information that support your business development and marketing efforts.



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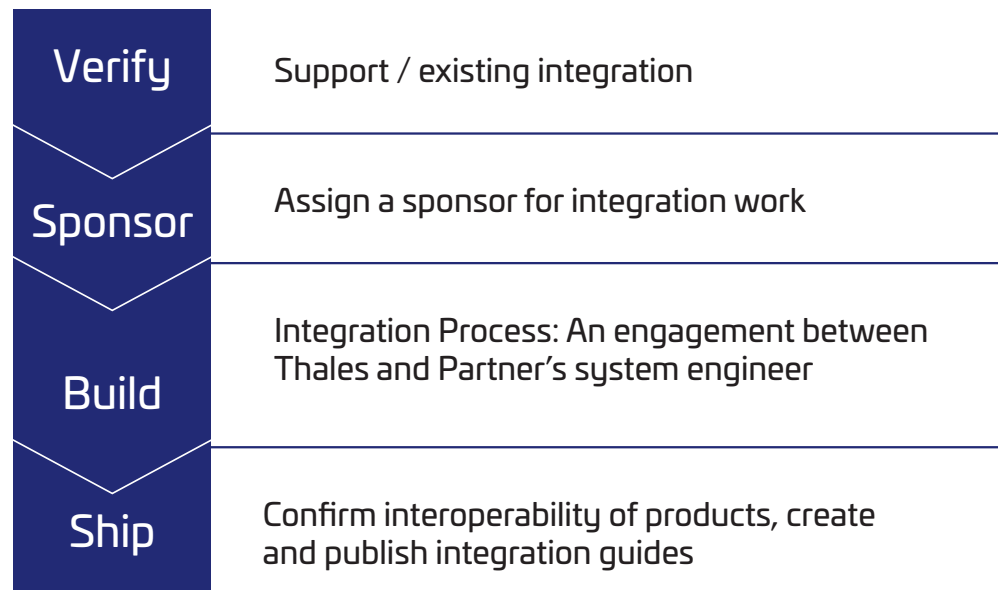
Technology Partner Program Requirements

Technology Partner Integration Requirements:

Every Technology Partner will be asked to provide technical documentation of their integrations with Thales solutions. Thales requires documentation of the integrations by the Technology Partner or by a third party.

The integration document must contain the following:

- Technology Partner solution name and description
- Thales solution name and description
- Scope of integration
- Supported platforms and versions
- Technology Partner and Thales solution prerequisites
- Screen shot or any supporting evidence of the integration
- Acceptable formats for the required integration document include:
 - A stand-alone and dedicated integration guide for the integration solution
 - A section within a comprehensive user guide or online help (Thales or Technology Partner) that includes a copy of the specific section in reference to the integration solution
 - Reference information such as URLs, page numbers, or documentation names





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Technology Partner Program Benefits

Training and Enablement

Thales provides enablement and certification training to help partners build the skills needed to successfully integrate or deliver Thales solutions. Thales offers free online sales and pre-sales technical training for partner sales representatives and sales engineers, our Accelerate Channel Enablement (ACE) Webinar Series for partners. View the [Accelerate Partner Enablement Guide](#).

Partner Tools and Marketing

Accelerate Technology Partners are provided essential tools to support and achieve successful interoperability between their technology and Thales technologies.

	Technology
Sales and Operational Tools	
Access to Accelerate Partner Portal	Yes
Use Cases, Product Solution Guides, and Collateral	Yes
Not for Resale (NFR) Licenses and Hardware Discount. See the Thales Accelerate Not for Resales (NFR) Program Guide .	Eligible
Evaluation Licenses (Software)	Yes
Marketing	
Partner Summit and Sales Kick Off	By Invitation
Marketing Access / Lead Generation Tools / Campaigns	Limited Eligibility
Voice of the Partner Program	Yes
Monthly Partner Newsletter	Yes
Thales Accelerate Branding Guidelines Compliance	Yes
Listing in Partner Locator	Yes

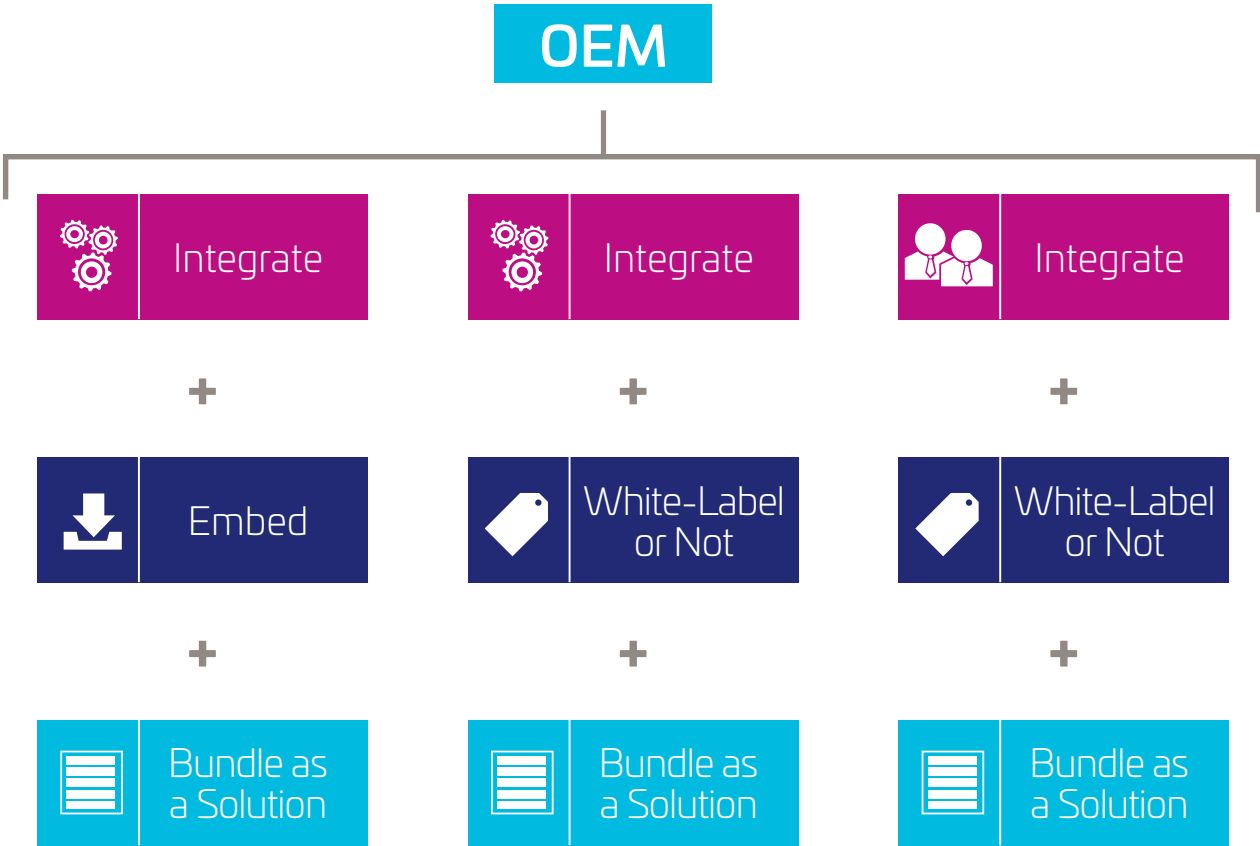
OEM Program

Thales Accelerate OEM Partners purchase technology products and services for the following uses:

- To rebrand Thales solutions as their own and resell them exactly as they were built (white-label)
- They integrate, embed, or bundle their product with Thales products, then resell the bundled offering

The characterization of an OEM is one that the Thales offering/product is always bundled within a larger offering of the OEM's own product catalog. OEMs are not allowed to sell the Thales Solution as a stand alone product. The Thales product and brand should be visible as part of the OEM offering, and can be itemized as part of the OEM offering but cannot be sold separately as specified in the "Authorization Welcome Letter".

Thales OEMs may fall into any of the categories below:





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OEM Program Requirements

Accelerate OEM Partners rebrand Thales solutions under their brand and position them as a bundled offering to their customers; this includes the warranty, support, and licensing of the bundled products. OEM partners are expected to achieve a minimum number of certifications in order to provide high quality support for Thales technologies.

Our OEM program is comprised of two tiers, Gold and Platinum. An OEM's tier is determined by their annual revenue generated and the training they have accomplished.

	OEM Gold	OEM Platinum
Annual Revenue Performance (USD, EUR, GBP)		
Market: USA, Mature and Emerging	\$0 - \$250K	>\$250K
Training and Enablement Certifications - Visit Learning Hub		
Sales Professional (Free, Online, and On-Demand)	1 Rep	1 Rep
Pre-Sales Technical Professional (Free, Online, and On-Demand)	1 Rep	1 Rep
Pre-Sales Channel Partner Training (Paid and Classroom-Based)	Voluntary	Voluntary
Core Technical Professional Certifications	1 Rep	2 Reps
Competency Based Requirements		
Mandatory Level 1 Support to Customer	Yes	Yes
Marketing		
Thales Represented on Partner Website	Optional	Optional
Business Plan	Required	Required
Sales Requirements (QBR and Audits)	Yes	Yes



OEM Program Benefits

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Financial Benefits

Flat Discounts: Thales rewards OEM Partners with highly competitive flat discounts on eligible Thales product families. Discounts are based on the OEM Partner's tier. See the [Partner Discount Book](#) for more information.

Not for Resale (NFR): License and hardware discount for sales demo purposes. More details in the [Thales Accelerate Not for Resale \(NFR\) Program Guide](#).

Sales and Operational Tools

Thales provides all OEM Partners sales and operational tools, including access to our partner portal, online sales tools, and market information like use cases, product solution guides, and collateral needed to help understand Thales technologies and drive business and revenue.

	OEM Gold	OEM Platinum
Relationship		
Access to Sales and Pre-Sales Support	Inside/Field	Inside/Field
Early Access to Product Road Maps and Beta Programs	Yes	Yes
Joint Sales Account Planning	Eligible	Priority
Executive Sponsorship	N/A	N/A
Quarterly Business Review and Audits	N/A	N/A
Training		
OEM partners are provided the enablement and certification training necessary to help them build the skills needed to successfully deliver and support Thales products as part of their bundled offerings.		
Partners are provided access to free online sales and pre-sales technical training for partner sales representatives and sales engineers, as well as access to our Accelerate Channel Enablement (ACE) Webinar Series for partners. Visit the Learning Hub to view the Accelerate Partner Enablement Guide .		
Access to Online and In Person Paid Technical Training for Partner Engineers View Online Training Calendar	Available	Available

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	OEM Gold	OEM Platinum
Marketing		
Marketing Access / Lead Generation Tools / Campaigns	Limited Eligibility	Limited Eligibility
Voice of the Partner Program	Yes	Yes
Monthly Partner Newsletter	Yes	Yes
Thales Accelerate Branding Guidelines Compliance	Yes	Yes
Listing in Partner Locator	Yes	By Invitation
Integration Guide and Product Brochure	Eligible	Eligible
Partner Summit and Sales Kick Off	N/A	By Invitation
Support		
Access to Web-Based Customer Support Portal	Pre-Authorization Required	Pre-Authorization Required
Access to Help Desk	Yes	Yes
Access to Technical Knowledgebase	Yes	Yes
Integration and Development Kits (SDKs and APIs)	Yes	Yes
Product Evaluation Unit	Yes	Yes



Managed Service Providers (MSP) Program

Managed Service Providers (MSP) are partners who deliver Thales encryption, key management, and authentication services to their customers as part of a cloud or hosted offering, or they implement Thales solutions to secure their applications, infrastructure, or security services offerings.

MSPs sell their service bundles as solutions under their own brand, and therefore deliver a high level of customer service by offering their specific range of services with their own terms. Most importantly, they maintain their own Service Level Agreement (SLA).

Review our cloud product terms of service and data processing terms on the [Accelerate Partner Portal](#).



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	MSP
Annual Revenue Performance	
Revenue Requirement	Yes
Market: Mature and Emerging	Number of Subscribers
Training and Enablement Certifications	
Training and Certification Requirement	Yes
Sales Professional (Free, Online, and On-Demand)	1 Rep
Pre-Sales Technical Professional (Free, Online, and On-Demand)	No
Pre-Sales Channel Partner Training (Paid and Classroom-Based)	Voluntary
Core Technical Professional Certifications	1 Minimum in Authorized Product
Competency Based Requirements	
Mandatory Level 1 Support to Customer	Yes
Marketing	
Marketing Plan	Optional
Thales Represented on Partner Website	Optional
Business Plan	No



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MSP Program Benefits

MSP Business Model and Financial Benefits

The business model for MSPs is very different from the traditional Thales portfolio. The program is designed for a cloud-oriented model and the related automation that you would expect from today's environments, therefore, we have introduced a new commercial model that does not rely on a list price model:

- Thales Data Protection as a Service offerings are calculated on a buy price; please ask your Account Manager for additional billing models used for other Thales Cloud Solutions
- Partners pay a monthly price, which aligns with our MSP model where Thales solutions are wrapped with other services and invisible to the end customer
- Volume prices are applicable and are calculated on monthly cumulative volumes (not per project/customer)
- Volume breaks are calculated according to service or "tile", not per company
- MSPs must contact their local Thales distributor to get MSP volume pricing.

	MSP
Relationship	
Executive Sponsorship	Eligible
Access to Sales Support	Inside/Field
Access to Partner Advisory Council	By Invitation
Access to Thales Pre-Sales Engineer	Eligible
Joint Sales Account Planning	Eligible
Early Access to Product Road Maps and Beta Programs	Yes
Quarterly Business Review and Audits	Yes

Sales Tools. Thales provides all MSPs sales and operational tools, including access to our partner portal, online sales tools, and market information, such as use cases, product solution guides, and collateral needed to understand Thales technologies and drive business and revenue.

Training and Enablement. MSPs are provided with the essential enablement and certification trainings to build the skills needed to successfully deliver Thales solutions. Partners receive access to free online sales and pre-sales technical training for their sales representatives and sales engineers, as well as access to our Accelerate Channel Enablement (ACE) Webinar Series for partners. Visit the Learning Hub to view the [Accelerate Partner Enablement Guide](#).

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Training

Access to Online Sales Training for Partner Sales Reps (Free)

Available

Access to Online and In-Class Technical Training for Partner Engineers (Paid)

Available

Certification Badging (Partner Account)

Preferred Pricing

Customized Sales and Pre-Sales Enablement

Preferred Pricing

Professional Services Delivery Partner Training and Designation

Preferred Pricing

Access to In Person Pre-Sales Channel Partner Training for Partner Sales Engineers

Yes

Marketing

Partner Summit and Sales Kick Off

By Invitation

Marketing Access / Lead Generation Tools / Campaigns

x

Voice of the Partner Program

x

Monthly Partner Newsletter

x

Thales Accelerate Branding Guidelines Compliance

x

Listing in Partner Locator

x

Integration Guide and Product Brochure

x

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Training and Enablement

Accelerate offers a wide range of training and enablement to partners to learn more about Thales CPL products, help them understand how to position to their customers, and differentiate their expertise in the marketplace.

We offer a variety of trainings and webinars for partners to learn about market requirements and Thales CPL solutions. Visit the [Learning Hub](#) on the Accelerate Partner Portal to learn more.

Sales Professional (Free, Online, and On-Demand)

Designed for partner sales professionals, this learning path introduces partners to Thales CPL and the partner network, equips them with strategies and tools to prioritize core focus areas for sales engagement, and helps partners develop foundational knowledge of our products to be able to articulate the value proposition, identify potential customers, and ultimately help drive sales and revenue growth. Visit the Accelerate Partner Portal to view the [Accelerate Partner Enablement Guide](#).

Pre-sales Technical Professional (Free, Online, and On-Demand)

This learning path is designed for sales engineers to take a deeper dive into Thales products and prepare them to do a high-level product demo and facilitate technical discussions with a customer's technical team.

Accelerate Channel Enablement (ACE) Webinar Series (Free, Online, and On-Demand)

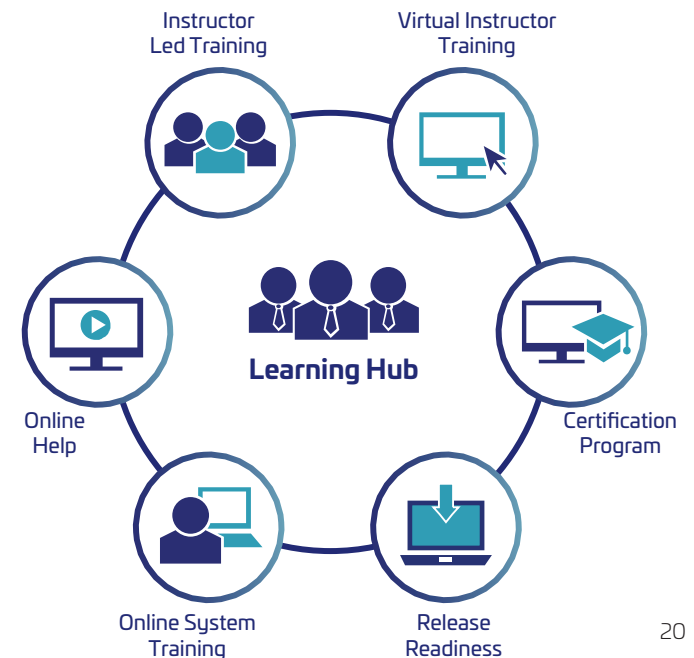
Designed to offer partners access to Thales CPL experts from sales, product, technical, business development, and other key teams. You'll hear about the latest and greatest product information, use cases, promotions, and updates all in a format that highlights how topics apply to you. [Find a webinar](#).

Pre-Sales Channel Partner Training (Paid and Classroom-Based)

This course is designed for partner sales engineers to learn about focus products, industry market trends, and how to develop business opportunities. A hands-on session for engineers to gain a preliminary understanding of our solutions with PoC concept, participants will leave this session with an exam and Solution Professional Certificate.

Core Technical Training

Thales CPL has developed a complete technical training portfolio to help boost the deployment of Thales CPL services, with discounted certification courses delivered online or in Thales Training Centers. Partners are guided through interactive, remote training or instructor led, hands-on sessions and granted their certification after completing the course and passing the relevant certification exam. Find more details on the Thales CPL Technical Product Training in the [Accelerate Partner Portal](#).



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Thales Deal Registration Program

The Thales Deal Registration Program is designed to increase our partners' profitability by rewarding Resale Partners and providing them with a strong competitive advantage when they bring new business opportunities to Thales and register leads through the Accelerate Partner Portal.

Deal Registration Benefits

Partners who proactively generate, register, and close qualifying new deals for Thales CPL are rewarded by holding the "Preferred Partner" position in their respective deals.

Deal Registration Eligibility

Among other eligibility criteria specified in the Thales Accelerate Deal Registration Guide, partners who are approved Silver, Gold, Platinum, Global Resellers, or Global System Integrators of the Thales Accelerate Partner Network, with an active partner agreement, are eligible for the Deal Registration Program. View the [Thales Accelerate Deal Registration Guide](#) on the Accelerate Partner Portal.

Exclusive Competitive Discounts



Priority Collaboration and Deal Support



Price Advantage



Deal Preferred Partner



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Partner Selling Tools

The Accelerate Partner Portal is a dedicated platform for partners that provides access to an extensive inventory of resources, including program information, sales enablement tools, on-demand training, product information and promotions, and sales certifications, all available to help accelerate your Thales business. We provide multiple tools to help partners achieve more ROI and differentiate themselves in the market .

Guided Selling

Target: Sales Representatives

Provides guidance to partners based on their business opportunities, stages, and industry practices shared.

Dashboard

Target: Executives

Partners' executives can see their company's business performance with Thales CPL with a few clicks.

Partner On Boarding

Target: New Partners

To share relevant resources with new partners and give them guidance about searching for useful information and take training and certification courses.

Learning Management

Training Tool

Our training offerings empower you to connect with potential customers and find new ways to drive success through an efficient mix of product trainings.

Product Information

Target: Sales Representative

A wide range of product and solution materials, including brochures, cheat sheets, industry best practices, and decks can be used for customer meetings and discussions.

Deal Registration

Target: Sales Representative

Partners can register new opportunities by using our deal registration tools. Detailed guidelines can be found in the deal registration section.

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Partner Marketing Tools

The Thales Accelerate Partner Network offers partners a number of marketing tools they can use to keep promote their partnership with Thales. Connect with your regional channel representative to learn more about these opportunities.

Co-Op Funds

Our Thales Co-Op Program allows partners transacting through Distributors to be rewarded with a percentage of revenue (achieved with Thales) that can be used for enabling even more support and resources in marketing and sales programs. Contact your distributor for more details.

Accelerate Campaign

A new tool for partners makes it easy to launch campaigns with Thales and partners' own solutions to target customers distribution. View the [Accelerate Campaign Marketing Automation Tool](#) on the Accelerate Partner Portal.

Accelerate Campaign Marketing Automation Tool

Partners can leverage co-branded content, social content syndication, campaigns-in-a-box, and easy to deploy digital marketing campaigns to help them drive more demand, secure better business, and increase ROI. Visit the [Accelerate Partner Portal](#).

Monthly Partner Newsletter

Partners will automatically receive the monthly Thales Accelerate Partner Newsletter once they are signed as a partner. If you are not receiving it, please reach out to your local channel representative.

Partner Locator Listing

Partners may elect to highlight their partnership with Thales in our partner locator. Partners are responsible for submitting their company details for the listing through the Accelerate Partner Portal.

Thales CPL Partner Logo Usage

Thales Accelerate Partner Network logos help partners differentiate themselves and build brand equity in the market by promoting their participation in the program. Partners may display logos on their website and in their marketing materials.

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Thales Accelerate Partner Level 1 (L1) Technical Support Program

The Thales Partner Technical Support Program exists to provide our channel partners, Value Added Resellers (VARs), Global Partners, Strategic Alliance Partners, Original Equipment Manufacturers (OEM), Managed Service Providers (MSPs), and Distributors with a high touch option for continued customer satisfaction and intimacy through L1 technical support.

Gold, Platinum, and Global Value Added Resellers have the opportunity to become certified and approved to provide L1 support to their customers on Thales's behalf, which provides them with an additional discount on Thales' Standard, Enhanced, and Premier maintenance plans. The full technical support offering for partners and their end customers can be found in the [Thales Accelerate Partner Level 1 Technical Support Program](#) on the Accelerate Partner Portal.

MSP and OEM Partners are expected to provide L1 support and deliver the highest standards of customer support when they integrate, embed, or wrap Thales solutions and services with their own service offerings.

Thales Partner L1 Technical Support Program Requirements



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Thales Client Services Program

Maintenance Discounts

Thales offers three support plans, Standard, Enhanced, and Premier, for protecting customers' investment in Thales products and to ensure the products are performing to the highest level. The renewal discount is based on if the product is priced off net or list price. See the [Partner Discount Book](#) located in the Accelerate Partner Portal for the price and partner discount breakdown.

Incumbency Program

An incumbent Thales partner who has processed the most current renewal of a particular support subscription at a given customer location may be eligible to receive the previous year's maintenance pricing in order to close a renewal deal. Pricing to other non-incumbent partners will be uplifted in order to close a renewal deal. Contact your Thales Account Manager to discuss your eligibility; incumbency applies to Americas only.

Thales Support Levels

Features	Standard	Enhanced*	Premier
Critical Incident Response	< 2-hr, 24x7	< 1-hr, 24x7	< 30 min, 24x7
High Severity Incident Response	NBD**, 8x5	<4-hr, 24x7	<2 hr, 24x7
Medium Severity Incident Response	NBD**, 8x5	<4-hr, 24x7	<4 hr, 24x7
Low Severity Incident Response	NBD**, 8x5	NBD, 24x7	NBD, 24x7
RMA Defective Material Replacement	Replace Upon Return	Next Day Shiment	Next Day Shipment
24x7 Access to Support Portal and Knowledgebase	Yes	Yes	Yes
No-Charge Major/Minor Software Updates	Yes	Yes	Yes
Optional Named Engineer - Dedicated Support Contact**	N/A	N/A	x
Quarterly Case Trend Review Calls	N/A	N/A	x
Product Training Credits	N/A	N/A	x
Customized Reporting/Dashboard	N/A	N/A	x

Introduction to [Thales Accelerate Partner Network](#)

*For more details, refer to the Warranty and Support Documents in the [Accelerate Partner Portal](#).

** Next Business Day

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Helpful Links and Resources

Helpful Links and Resources

Partners can leverage the resources below as a quick start into the rewarding journey available to them in the Thales Accelerate Partner Network.

Quick Videos and How-To Documents

- [How to Get Started on the Portal](#)
- [How to Get Started with Thales Solutions](#)
- [Deal Registration Quickstart](#)

Solution Guides

- [Product Briefs](#)

Accelerate Guides

- [Deal Registration Page and Guide](#)
- [Not for Resale Guide](#)
- [Partner L1 Support Guide](#)
- [Marketing Co-Op Guide](#)
- [Partner Frequently Asked Questions \(FAQ\)](#)
- [Channel Partner Playbook](#)

Partner Portal Links

- [Partner Portal](#)
- [Customer Support Portal](#)
- [Training Hub](#)
- [Partner Locator](#)
- [Thales CPL Website](#)



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Partner Compliance Terms

Partnership in the program is contingent upon the partner's compliance with the terms of the Partner Agreement, including the terms in this program guide. Additional partner type and product-specific terms are located in the Thales Partner Portal. Partners are examined annually for program compliance and will re-level within the program automatically at the beginning of the next calendar year.

For Latin America, the Thales Accelerate Partner Network is completely optional, is not exclusive, and does not imply an agency relationship. Specific usage of words, such as partner and partnership, does not imply an exclusive or agency relationship. Thales does not set pricing to the partner or the customer, and the recommended discounts are based on revenue and training goals as set forth in this guide.





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