

# EUROPEAN B2B PARTNER PROGRAM GUIDE 2017



# TABLE OF CONTENTS

Welcome to the European Partner Program

1	<b>The Partner Program Guide</b> Opportunities for Partners	p.4
2	Membership Levels - A General Overview	p.5
3	<b>Partner Program Benefits</b> Financial Benefits Sales Support Marketing Support Specializations Technical Support	p.5
4	<b>Membership Levels - Terms of Cooperation</b> Partners Partner Requirements and Benefits Specializations	p.8
5	<b>Kaspersky Lab Rewards</b> High Performance Club (HPC)	p.11
6	<b>General Policies</b> Territory Purchasing and Marketing Policies Technical and Presales Support	p.11
7	Important Notes	p.12

Useful Links

## Welcome!

Welcome to the Kaspersky Lab European B2B Partner Program, a world-class ecosystem of tools, incentives and support to help you stand out in today's competitive security industry. Our enhanced program was designed with your needs in mind. It gives you easy access to the proven resources you need to work smarter—and earn more.

Improve your business with these key program advantages:

- **Partner Focus** All Kaspersky Lab business products are sold through our Partners. That means our entire program has been designed specifically for your needs.
- **Exceptional Profit & Growth Opportunity** Kaspersky Lab continues to invest heavily in our Partners through lucrative deal registration and incentive programs. Surpass your sales goals with MDF, leads and joint business planning.
- **Comprehensive Partner Team** Work smarter with expert assistance from channel account managers, sales engineers and our expert marketing professionals.
- Award-Winning Products Give customers the power to protect what matters most to them. They'll join more than 250,000 organizations and 400 million users around the world who trust Kaspersky Lab's top-rated software solutions.
- **Exclusive Incentive Program** Join the High Performance Club, the only incentive program in collaboration with Ferrari that rewards your performance with breathtaking experiences such as driving a Ferrari 458 Challenge on a race track or a tour of the Ferrari factory in Maranello, Italy.

This is an important time in our industry, and we're glad you're with us. We look forward to building a more successful partnership and giving you more of the resources you need to stay ahead of the competition.

Sincerely,



Arno Coster Managing Director, Europe Kaspersky Lab

## **DARTINER PROGRAM DESCRIPTION** • Exceptional Profit & Growth Opportunities • Comprehensive Partner Team • Award-Winning Products

# **1.** THE PARTNER PROGRAM GUIDE

By joining the Kaspersky Lab European B2B Partner Program (Partner Program), Partners will receive access to benefits that can help to develop their business, expand their market share, increase profitability and strengthen close partnership experience. The purpose of this guide is to provide current and potential Partners with a clear, comprehensive overview of the Partner Program.

This Partner Program is applicable for Kaspersky Lab B2B Products. The B2B Products considered are all B2B Kaspersky Lab corporate software, services and other commercial offers designed for the use by enterprises listed in the official Price Lists.

The Partner Program has been designed to give attractive incentives to Partners to encourage growth in revenue and profit by actively managing and supporting the sales cycle with the Partners and ultimately the end customers. Kaspersky Lab supports Partners at every stage of the business cycle, from business planning to customer retention.

### **Opportunities for Partners:**

#### Award-Winning Security Solutions

Partners can now differentiate the software solutions they offer by adding Kaspersky Lab technology. We offer high-quality endpoint and server security solutions that minimize exposure to Internet threats. Our solutions set a new standard for real-time protection at every level of the network: at work, on the road, at home or in the cloud. So what does this mean for our Partners and their customers? Reduced exposure, minimized risk of attack, centralized administration and reporting tools for maximum efficiency – all delivered via unique solutions that stand out from all the others on the market.

#### • Profitability and Margins

Kaspersky Lab is dedicated to maximizing the market opportunities for its Partners. Our Partners achieve significant discounts and margins over those typically earned with competing security software vendors. With Kaspersky Lab, Partners receive significant profits and protection both in terms of deals and customers.

#### • Sales and Marketing Benefits

The Kaspersky Lab Partner Program offers a dedicated channel team, marketing support and other resources to help our Partners sell our B2B Products and solutions. We provide our Partners with online B2B Product demonstrations, presales support and technical training. Additional tools include participation in Kaspersky Lab marketing activities, using co-branded material and templates, as well as supporting content for self-driven demand generation, recommended pricing programs and customer promotions. We aim to help our Partners' sales teams generate leads and close deals.

#### • Support and Training

Kaspersky Lab believes that all Partners should be entitled to technical and sales training. We make knowledge transfer a priority through our Partner Portal. We provide a technical support hotline for Partners to quickly receive answers to their questions, and we deliver regional technical presales and post-sales support to help our Partners (depending on Partner level and regional conditions).

## 2. Membership Levelsa General Overview

Partner Program membership for distribution of Kaspersky Lab B2B Products is determined by Partner type and business commitments.

A Partner is a company that is authorized by Kaspersky Lab, purchases Kaspersky Lab B2B Products from official distributors, and complies with the conditions of the Kaspersky Lab Partner Program. The status of authorized Partners is defined, presented and displayed in the Kaspersky Lab Partner Portal <u>www.kasperskypartners.eu</u>.

## **3**, Partner Program Benefits

The Kaspersky Lab Partner Program offers a wide range of benefits that can help Partners to start selling and to grow their business with Kaspersky Lab B2B Products. The Partner Program offers the following benefits depending on Partner status defined in the Partner Program:

## Financial Benefits

#### **Recommended Partner level discount from MSRP**

As a Kaspersky Lab Partner, we want you to have predictable pricing. The competitive rates we offer only get better as you advance to higher statuses within the Partner Program. There are recommended Partner level discount levels that will be determined and enforced with your Distributor.

#### **Deal Registration Program**

Deal Registration Program is designed to protect the investments our Partners make when developing new business. By registering each opportunity, you can rest assured that Kaspersky Lab will work with Partners at the agreed discount rate. In addition, Kaspersky Lab will reward Partners with an additional discount on registered deals if the Partner wins the contract. This Deal Registration Program is for new business only. The additional information relating to the Deal Registration Program can be found at : www.kasperskypartners.eu.

#### **Rebate Program**

Kaspersky Lab offers Rebate Program to qualifying Platinum and Gold Partners who have achieved the minimum level of technical certification and sales target, as described in the Partner Program.

Rebates for Partners are subject to qualifying criteria and are attributed to the status level achieved within the Partner Program. The Sales Targets have to be approved by Kaspersky Lab and set in the Partner Account Plan and entered into the Kaspersky Lab rebate system. Payment of the Rebate is provided in accordance with the terms and conditions of the Rebate Program. Detailed information relating to the Rebate Program can be found at <u>www.kasperskypartners.eu</u>

## Sales Support

#### Authorization Certificate

All members of the Kaspersky Lab Partner Program will receive a certificate confirming their right to resell Kaspersky Lab B2B Products.

#### Dedicated Kaspersky Lab Regional Channel Manager

For qualifying Partner statuses, a dedicated Regional Channel Manager will provide strategic guidance on sales engagements and developing a business. The Partner statuses that receive support from a dedicated Regional Channel Manager can be found on the table on page 9.

#### **Partner Sales Training**

Kaspersky Lab provides sales training courses. There are two types of courses:

- Online classes available through the Partner Portal
- Onsite (chargeable) at the Kaspersky Lab local offices or approved training center

At the end of the course, each specialist will be required to pass an exam. A competency certificate will be issued to recognize the certification levels achieved.

#### Kaspersky Lab Partner Portal

The Partner Portal is a web-based application that allows Partners to obtain direct access to various information resources from Kaspersky Lab. This includes whitepapers, webinars, product information, presentations, competitive comparisons, training and certification information, etc.

#### Internal Licenses/NFR (Not For Resale)

This type of license can only be used in the Partner's company and may not be resold. These licenses are valid for 12 months. The solution delivered is Total Security for Business for 25 nodes and can be requested directly through the Partner Portal. Depending on the Partner's status it's possible to request up to 100 nodes through distributors.

#### Kaspersky Lab driven-leads

Platinum Partners have priority status to receive Kaspersky Lab generated leads when available. Gold Partners are eligible and may receive leads on a case-by-case basis subject to both financial and marketing achievements.

## **Marketing Support**

#### Partner Newsletter

The Kaspersky Lab Partner Newsletter provides the latest news on cybercrime and Internet threats. These newsletters also keep Partners up to date with the latest news in the channel and partner programs, product announcements and developments, promotions and sales tools.

#### Logo Usage

We have created logos that reflect the various levels of Partner status for use by Partners on their websites, business cards and email signatures. Brand identifiers and Partner marketing guidelines are available on the Partner Portal.

#### **Marketing Materials**

Partners receive access to marketing tools and lead-generation content to assist with their marketing efforts. This includes detailed product documentation to communicate with prospective and current customers, along with co-branded marketing campaigns and templates.

#### **MDF** Program

Kaspersky Lab Partners can use our Marketing Development Funding (MDF) for partial contribution of marketing costs according to local MDF guidelines. The amount of MDF depends on sales volume and is agreed in the Partner Account Plan. If a Partner needs any other type of support from Kaspersky Lab, such as speakers, marketing materials, etc., Kaspersky Lab will provide these wherever possible and appropriate. All activities must be approved in advance by Kaspersky Lab.

#### **Conference Participation\***

Every year, Kaspersky Lab holds the European Partner Conference. The conference features relevant news on product strategies and roadmap, industry updates, news about cyber-threats, Kaspersky Lab's anti-malware research laboratory and Partner Awards. The event also gives Partners the opportunity to meet Kaspersky Lab

\* By invitation from Kaspersky Lab

## **Specializations**

With each successfully achieved Specialization, Partners can benefit from additional recognition and/ or additional revenue for their efforts. Specializations are achieved by having a minimum number of personnel be certified for a technology and other requirements specified in a certain Specialization.

Kaspersky Lab is emphasizing provision of more segmented assistance to Partners focusing on different parts of the market. Partner can get the chance to acquire any Specialization adding even more advantages. Each Specialization defines a group of Kaspersky Lab B2B Products.

#### Managed Services Provider (MSP) Specialization

All Partners may apply to participate in the Managed Service Provider (MSP) Program. It is designed for existing MSPs and resellers transitioning to an MSP model who are looking to capitalize on the fast-growing market for endpoint protection for SMBs. For more information on MSP Specialization and technical requirements please refer to <u>www.kasperskypartners.eu</u>.

#### **Enterprise Specializations**

Enterprise Specializations are our way of recognizing and rewarding the expertise and knowledge that our Partners bring to specific Enterprise solutions, and the value they add. Enterprise Specializations will help Partners to gain increased market recognition, as well as offering additional benefits.

All Partners who have one of any possible Partners statuses (Registered, Bronze, Silver, Gold or Platinum) can apply for any of the Enterprise Specializations. Partners with any Enterprise Specialization get Gold Status as a benefit. For more information please see our Enterprise Partners Specializations Guide at: <a href="http://www.kasperskypartners.eu">www.kasperskypartners.eu</a>

### **Technical Support**

#### Pre-Sales and Consulting Support

Kaspersky Lab offers its Partners a Presales and Consulting Support Program that serves to enhance the effectiveness of corporate sales by improving compliance with anti-malware products according to customer needs.

#### **Technical Support**

The Technical Support provided by Kaspersky Lab via its Value Added Distributors is described in the Support Service: Terms and Conditions at <u>www.kasperskypartners.eu</u>. Partners can become registered technical support providers or can contact Technical Support via the assigned Value Added Distributor by telephone, via the website and by email. Methods of accessing technical support can be found at <u>support.kaspersky.com/support/rules</u>.

#### Partner Technical Training and Certification

Technical Training is available directly in a Partner's region/country. Additional information for booking courses and taking exams can be found on the Partner Portal at <u>www.kasperskypartners.eu</u> and <u>support.kaspersky.com/learning</u>.

## **4.** Membership Levels -Terms of Cooperation

This section contains the rules of cooperation, requirements and terms for different levels of status.

### Partners

The Kaspersky Lab Partner Program rewards Partners with great benefits and unlimited opportunities. There are five levels to match the needs, dynamics and capabilities of our Partners. Performance and engagement with Kaspersky Lab will determine rewards and support, plus the opportunity to rise to the next level.

### Partner Statuses - Benefits

Benefits	Platinum Partner	Gold Partner	Silver Partner	Bronze Partner	Registered Partner
<u>Financial</u>					
Recommended Partner level discount from MSRP for Kaspersky Lab B2B Products related to -Small Office Security, -Endpoint Security, -Targeted Security, -Total Security, -xSP product sections as per Kaspersky Lab's official Price list	up to 35%	up to 30%	up to 25%	up to 20%	up to 15%
Deal Registration Program (new business only)	up to 5%	up to 5%	up to 5%	up to 5%	No
Recommended Partner level discount from MSRP <sup>1</sup> for the following Kaspersky Lab B2B Products -Kaspersky Anti Targeted Attack Platform -Kaspersky Industrial CyberSecurity (License) -Kaspersky Private Security Network as per Kaspersky Lab's official price list	up to 15%	up to 15%	up to 15%	up to 10%	up to 10%
Enterprise Deal Registration Program Additional Discount <sup>2</sup>	up to 25%	up to 25%	up to 25%	No	No
Rebate Program <sup>3</sup>	up to 4%	up to 4%	No	No	No
Marketing Support					
Partner Newsletter	Yes	Yes	Yes	Yes	Yes
Access to Partner Certified Logo and Branding materials	Yes	Yes	Yes	Yes	Yes
Access to Sales and Marketing collateral library	Yes	Yes	Yes	Yes	Yes

Benefits	Platinum Partner	Gold Partner	Silver Partner	Bronze Partner	Registered Partner
Marketing Support					
Marketing Development Fund (MDF)	Yes	Yes	No	No	No
Regional Partner Annual Conference* By invitation from Kaspersky Lab	Yes	Yes	Yes	No	No
<u>Specializations</u>					
Ability to apply for MSP Program	Yes	Yes	Yes	Yes	Yes
Enterprise Specializations	Yes	Yes	Yes	Yes	Yes
Sales Support	Sales Support				
Access to Kaspersky Lab Partner Portal	Yes	Yes	Yes	Yes	Yes
Not-for-resale license (Kaspersky Total Security for Business)	Up to 100	Up to 100	25	25	25
Dedicated Regional Channel Manager	Yes	Yes	No	No	No
Kaspersky Lab training for sales staff	Online	Online	Online	Online	Online
Kaspersky Lab-driven leads	Priority	Eligible	No	No	No
Authorization Certificate	Yes	Yes	Yes	Yes	Yes
Technical Support					
Partner Technical Support	Yes (Remedy)	Yes (Remedy)	Via Distributor	Via Distributor	Via Distributor
Kaspersky Lab Training for technical staff	Online	Online	Online	Online	Online
Pre-Sales and Consulting Support	Yes	Yes	Yes	No	No

Please contact your Distributor to get the actual price list for your region. Partner should have corresponding Specialization to register the Deal. Additional discount is provided according to the relevant Specialization guidelines. Deal Registration Program can be found at <u>www.kasperskypartners.eu</u>. Program is a part of the Partner Program. The full description of the Rebate Program can be found on <u>www.kasperskypartners.eu</u>. 1. 2.

3.

## Partner Statuses - Requirements

Requirements	Platinum Partner	Gold Partner	Silver Partner	Bronze Partner	Registered Partner
Relationship					
Conduct marketing activities to promote Kaspersky Lab B2B Products	Required	Required	Optional	Optional	Optional
Kaspersky Lab information to be present on Partner's website	Required	Required	Required	Required	Recommended
Dedicated Kaspersky Lab Product Manager	Required	Required	No	No	No
<u>Financial</u>					
Annual Sales Target <sup>1</sup>	£225,000	£45,000	£9,000	£5,000	No quota
Monthly Pipeline/Forecast, Sales Reports according to Kaspersky Lab requirements	Yes	Yes	Yes	No	No
Annual Business Planning <sup>2</sup>	Yes	Yes	No	No	No
Quarterly Business Planning and Review	Yes	Yes	No	No	No
Certifications					
Kaspersky Lab Certified Sales Specialists <sup>3</sup>	3	2	1	Recommended	Recommended
Kaspersky Lab Certified Technical Specialist. Valid certificate (number of specialists)*	3	2	1	Recommended	Recommended
Approved customer references <sup>4</sup>	1	Optional	Optional	Optional	Optional
Regular update communications through newsletter and Partner Portal	Yes	Yes	Yes	Yes	Yes
Invitation to Kaspersky Lab Webcasts	Yes	Yes	Yes	Yes	Yes

<sup>1</sup> The Annual Sales Target is the amount of sales that is set in order to be achieved or exceeded by the Partner during the last 12 months. The sales amount for the period measured, documented and agreed in the Partner Account Plan, is based on the price for the Kaspersky Lab B2B Products in accordance with the Price List reduced by End User discount. End User discount means a special discount on MSRP granted for some specific orders for Kaspersky Lab B2B Products. MSRP means the Recommended End User Price for Kaspersky Lab B2B Products in accordance with the Kaspersky Lab official price list. <sup>2</sup> The Annual Business Planning is an official document with the Annual Sales Targets and the Marketing plans that the Partner has to present for Kaspersky Lab approval.

<sup>3</sup> The number of Certified Sales Specialists required to obtain the Enterprise Specialization(s) is recommended for Partners without any Enterprise Specializations. <sup>4</sup> Approved customer references should be agreed on together with Regional Kaspersky Lab office.

\* The list of trainings is determined by the Vendor and presented in Appendix 1 to this Program

## **5.** Kaspersky Lab Rewards

## High Performance Club (HPC)

Many Partners will be familiar with our incentive program in collaboration with Ferrari for our top performing Partners. The High Performance Club is applicable for selected High Performance Platinum, Gold and Silver Partners. Every quarter throughout the course of the year these Partners have the opportunity to take part in activities and events related to our unique relationship with Ferrari as one of their global sponsors and security suppliers.

The HPC incentive program can vary every year according to Formula 1 schedules and planning. In 2017, our Partners will have the chance to get behind the wheel of a Ferrari, under the tutelage of a professional coach. There is also the chance to take a tour of the Ferrari factory in Maranello or to join our hospitality event at the Monza F1 Grand Prix.

The incentive runs on a quarterly basis, with a different experience to win each quarter. In addition to sales revenue being the core winning criteria, we also recognize special commitment that our Partners demonstrate across all of their activity, from customer support, technical implementation skills, to sales.

### Visit www.kasperskypartners.eu to find out more

## 6. General Policies

## Territory

- 1. The present Partner Program applies to the following countries: United Kingdom of Great Britain and Northern Ireland, Ireland, Benelux, Nordic countries, France and North Africa, Germany, Austria, Switzerland, Italy, Malta, Spain, Portugal and Israel.
- 2. The terms and conditions for all Partners within the Territory are the same and depend on their status.

## **Purchasing and Marketing Policies**

All Partners should follow Kaspersky Lab's policies. All required policies can be found on the Partner Portal <u>www.kasperskypartners.eu</u>

## **Technical and Presales Support**

Kaspersky Lab offers multiple levels of support for Kaspersky Lab B2B Products.

#### Partner Support

Kaspersky Lab offers Partners Presales and Consulting Activities Support on an opportunity basis. Presales and Consulting Activities Support are aimed at Partners who work with corporate customers. Its main objective is to support such Partners with the necessary materials and services for the successful propagation and sales of Kaspersky Lab products. It is also used to provide the necessary information and practical assistance in developing and implementing complex anti-malware solutions.

#### Types of support

Partners are provided with the following types of Presales and Consulting activities support. Support availability depends on the Partner's status:

#### Presales support

- Knowledge Transfer
- Materials For RFP/RFI (Technical Requirements for antivirus products)
- Involving a sales engineer in different activities
- Architecture and product usage consultation (email)
- Anti-malware project descriptions
- PoC realization

#### **Consulting support**

- Implementation, starting-up and adjustment consultation
- Product tuning, bottleneck removal, solution enhancement, etc
- Emergency analysis during malware attacks (remote Web access), recommendations

#### **Customer Support**

Information about customer support can be found at <u>support.kaspersky.com</u>.

## **7.** Important Notes

- 1. Kaspersky Lab reserves the right to modify the Partner Program at any time. Any updates to the Partner Program will take effect 30 (thirty) days from publication on the Partner Portal.
- 2. If certified individuals leave a Partner's company, the Partner must inform Kaspersky Lab within 30 calendar days from the date that the certified employee leaves the Partner's organization. Within 90 calendar days, the Partner must replace this individual with another employee duly trained and certified. If after 90 calendar days, the Partner fails to replace the employee, the Partner's membership level may be adjusted accordingly.
- 3. All Partners have to follow the Kaspersky Lab Partner Program requirements. Kaspersky Lab reserves the right to remove the status as authorized Partner if the Partner causes damage to Kaspersky Lab directly or indirectly.

#### If there is a violation of Kaspersky Lab guidelines, the following sanctions will be imposed:

#### Selling in a country where a Partner is not authorized to sell

- 1. 2. Warning
- Denial of deal delivery\* 3
  - Removal of status as authorized Partner

#### Violation of Kaspersky Lab's branding policy

- 1. 2. Warning
- Cancellation 50% of quarterly MDF
- 3. Denial of deal delivery\*
- 4. Removal of status as authorized Partner

#### Non-provision of Technical Support

- 1. If over a period of 3 working days the Partner does not respond on pending requests in its queue, Kaspersky Lab will warn the Partner.
- 2. If warnings don't have an effect on the Partner's technical support provision, Kaspersky Lab has the right to remove the status as authorized Partner or downgrade the Partner status or eliminate the Rebate Program.

#### Low CSAT (Customer Satisfaction Score) for Customer Support by Partner which is A proven to be the result of the Partner's lack of diligence or technical knowledge.

- Warning
- 2. If over a period of 60 days, the Partner does not raise the CSAT, Kaspersky Lab has the right to remove the status as authorized Partner or downgrade the Partner status or eliminate the Rebate Program

#### Technical/Customer Support: an escalation of abuse or unreasonable escalation A from Partner to Kaspersky Lab which is proven be the result of the Partner's lack of diligence or technical knowledge.

- 1 Warning
- 2. If over a period of 60 days, the Partner does not make an effort to reduce the number of unreasonable escalations to Kaspersky Lab or improve its technical knowledge, Kaspersky Lab has the right to remove the status as authorized Partner or downgrade the Partner status or eliminate the Rebate Program.

\* Denial of deal delivery means denying the provision of key files or activation codes.

#### **Recovery and Termination**

In cases where a Partner fails to comply with the Partner Program requirements, the following action will be taken:

#### **Recovery Plan**

A Recovery Plan must be developed jointly by a Partner and Kaspersky Lab Manager (if the Partner has a direct contract with Kaspersky Lab). The Recovery Plan must contain the following elements:

- Necessary actions
- Metrics
- Time frame

#### Upgrading and Downgrading Membership Level

At the beginning of each calendar year Kaspersky Lab conducts re-certification for existing partners based on the 12 months rolling sales and a number of certified specialists.

Besides yearly re-certification the partner status can be upgraded if Partner meets the requirements mentioned above. If Partner fails to meet the requirements of a specific membership level or violates any other Kapsersky Lab guideline and the above mentioned measures are not effective, Kaspersky Lab may downgrade the Partner's membership level. The upgrading and downgrading should be initiated according to the time frames specified in table below.

1 <sup>st</sup> month of each calendar quarter	Anytime
$\textbf{Platinum} \leftrightarrow \textbf{Gold}$	Silver $\leftrightarrow$ Bronze
$\textbf{Gold} \leftrightarrow \textbf{Silver}$	Bronze $\leftrightarrow$ Registered

#### Termination of Partnership

In cases of serious violations and/or when the above mentioned actions are not effective, Kaspersky Lab reserves the right to terminate the Partner's membership in the Partner Program.

The final decision to award the partnership status is up to Kaspersky Lab.

Kaspersky Lab reserves the right not to award Partner status to certain companies even if the requesting company meets all the formal requirements.

## **Useful Links**

N°	Description	Link
1	Kaspersky Lab Global website	www.kaspersky.com
2	Kaspersky Lab Partner Portal	www.kasperskypartners.eu
3	Marketing Materials	www.kasperskypartners.eu
4	Product information	www.kaspersky.com/products
5	Trainings	support.kaspersky.com/learning

If you have any questions, please contact your Kaspersky Lab territory office.

## Thank you for joining the Kaspersky Lab Partner Program.

We look forward to providing the tools, resources and rewards you need to work smarter—and sell more!



THE POWER OF PROTECTION