Recruit a Partner to the Program Phase 3

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Field Recruiting Using the Partner Value Proposition

PRODUCT STRATEGY

REQUIRED INPUT

- ✓ Product ASP
- ✓ Target Markets
- ✓ Buying Behaviors
- ✓ Competition

CHANNEL STRATEGY

RTM

- ✓ Routes to Market Selection
- ✓ Partner Profile Development
- ✓ Value Proposition Development

Capacity

- ✓ Partner Productivity **Assumptions**
- ✓ Capacity **Planning**

PROGRAM DEVELOPMENT

Enable

- ✓ Sales & Technical Training
- ✓ Tools & IP Sharing
- ✓ Field teaming

Market

✓ Market to. through, with

strategy

Demand

- Mentoring or
- generation tools
- ✓ Comarketing funds & rules

Sell

- ✓ Pre- and postsale support
- ✓ Incentive structures
- ✓ Pricing and discount models
- Deal Registration

FIELD EXECUTION

Recruit

Manage

- ✓ Staffing model
- ✓ Onboarding activities
- Role of distribution

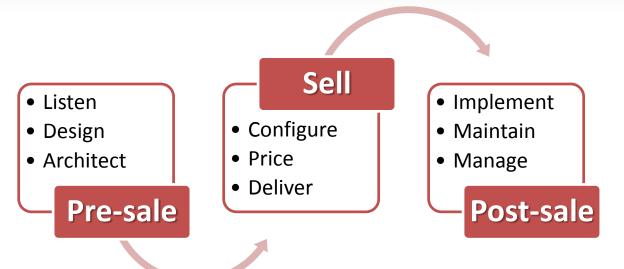
- ✓ Program metrics management
- Joint business planning
 - Rules of engagement



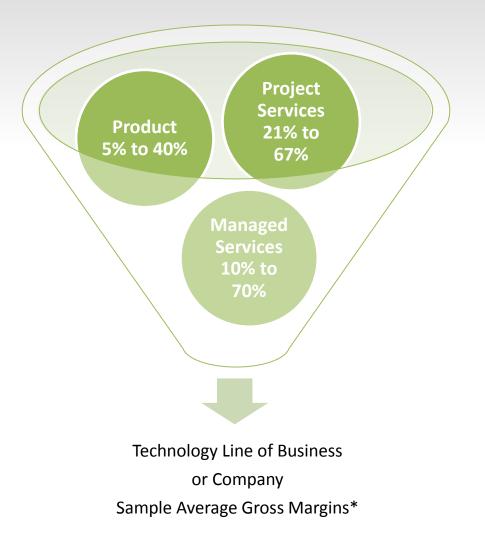
SUPPORTING INFRASTRUCTURE (PRM, 800#, SUPPORT LINE, PORTAL)

Do You Remember What They Do to Make Money?

The mix of what they do at the corresponding gross margin dictates profitability.



ROI typically < 12 months

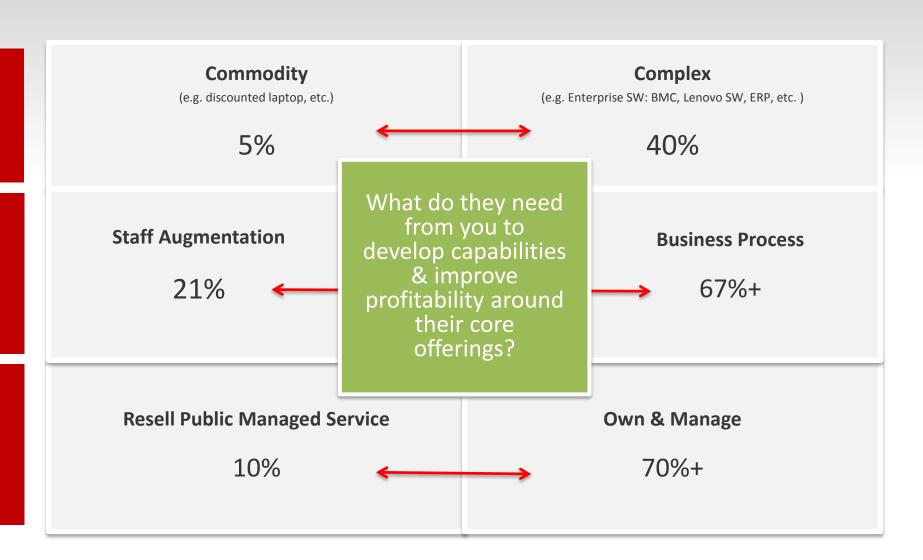


Do You Remember What They Do to Make Money?

Product Resale

Project Services

Managed Services



Phase 3: Recruit a Partner to the Program

Workshop Exercise:

- Develop: a recruiting presentation
- Goal: for your ideal solution provider to join the partner program you have just created
- Medium: live presentation to the panel
- Situation: you previously met and gained sponsorship for an executive team meeting

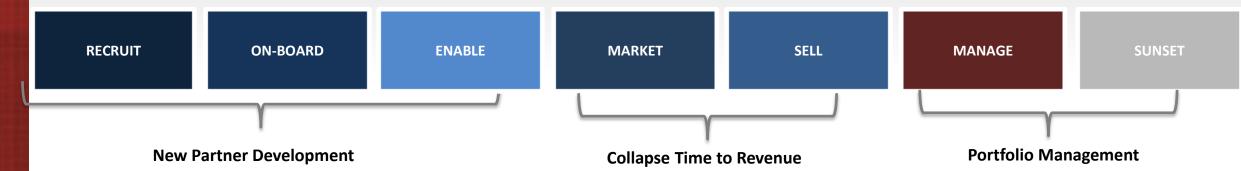
Note: Do not assume your audience understands the Customer or Partner Value Propositions from previous meetings.

	Category	The Questions Partners Ask = What's in it for them?
3	SOLUTION VIABILITY	 Do my Technicians vouch for it? Does the product work? Is it considered Best of Breed? Is it an open solution with easy integration? Would I bet my business on it?
	CUSTO MER DEMAND	 What is the size of the target market? What are the use cases? How does it solve those business problems? Are customers asking for it?
Simulation Phase	PROFIT POTENTIAL	 How hard is it to ramp up? What are the GMs? What are my costs to sell and support? What investment do I need to make? How long until I break even?
	VENDOR CULTURE	 Can I trust vendor claims? Is the vendor committed to the channel? Does the go to market plan favor the channel?
Consulting	SYNERGY & DIFFERENTIATION	 Will it set me apart from my competitors? Will it allow me to become more competitive? Does it offer the next adjacency to my current skills?

Hint: This page matters, it is your content!!!

Now Articulate Your Value Proposition

How You Manage Your Partners Depends On WHO They Are As Well As "WHERE" They Are



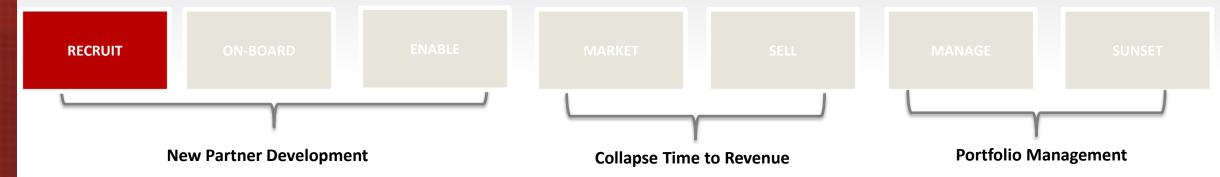


- How much effort / investment?
- How much revenue expected?
- How stable is the relationship?
- Which specific actions / tactics apply?

Each discipline must be adapted to partner types (model / effectiveness / etc.) as well as relationship type & coverage model

Now Articulate Your Value Proposition

How You Manage Your Partners Depends On WHO They Are As Well As "WHERE" They Are





- How much effort / investment?
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Each discipline must be adapted to partner types (model / effectiveness / etc.) as well as relationship type & coverage model Always Be Visible Reinforce Your Message Demonstrate Your Value



MAKE CHOICES EVERY DAY

Recruiting Starts with the Ideal Partner Profile: in this case VAR/MSP

Where to find partners...

Who Meet Your Profile

Beyond your Profile; you want Well Run Businesses

- Competitors' best partners?
- Existing technology sales practice is majority of their business?
- Biggest solution providers?
- Partners who are willing to be exclusive?
- Anyone who will say YES?

- Partners who can execute their business models and are accountable for results
- Partners who have mature / effective services practices
- Partners who target specific high-priority vertical segments
- Partners who have effective marketing / demand generation abilities



Delivering the Value Proposition VAR-MSP View

A Partner's Assessment of Your Product & Program versus Other Choices

Solution Viability:
Would I bet my
business on it?

Customer Demand: Pull vs. Push?

Profit Potential:
ROI on Education,
Demo Sets, etc.

Vendor Culture:
Go to Market
with Channel?

Synergy and Differentiation:
Am I the Correct Profile?

Is the product best of breed?

Does it integrate easily?

Is there sales momentum and customer desire for the product or service? Is there a compelling case for ROI and profitability?

Is the go to market favorable to the channel?

Is trust established with the channel?

Are rules of engagement trustworthy?

Is there an obvious adjacency with current offerings resulting in synergy with my existing business?

Does this solution differentiate me from competitors?



Delivering the Value Proposition VAR-MSP View

A Partner's Assessment of Your Product & Program versus Other Choices

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Synergy and Differentiation:
Am I the Correct Profile?



The goal is not to convince a partner to sell your product, but to recognize a mutually-beneficial business opportunity...
then commit to building the business together.
This is NOT a sales conversation, it's a **business investment conversation**. Your role is to help them see the opportunity and the beneficial synergies it brings to their business objectives.

MacroSoft CloudOne

Partner Value Proposition

- Describe the Solution
- Customer Value Proposition
- Show the Profit Potential
- Highlight the Vendor Culture
- Point to Synergy & Differentiation

You will create a PowerPoint presentation to Recruit a Partner

A Partner's Assessment of Your Product & Program versus Other Choices

Solution Viability:
Would I bet my
business on it?

Customer Demand: Pull vs. Push? Profit Potential:
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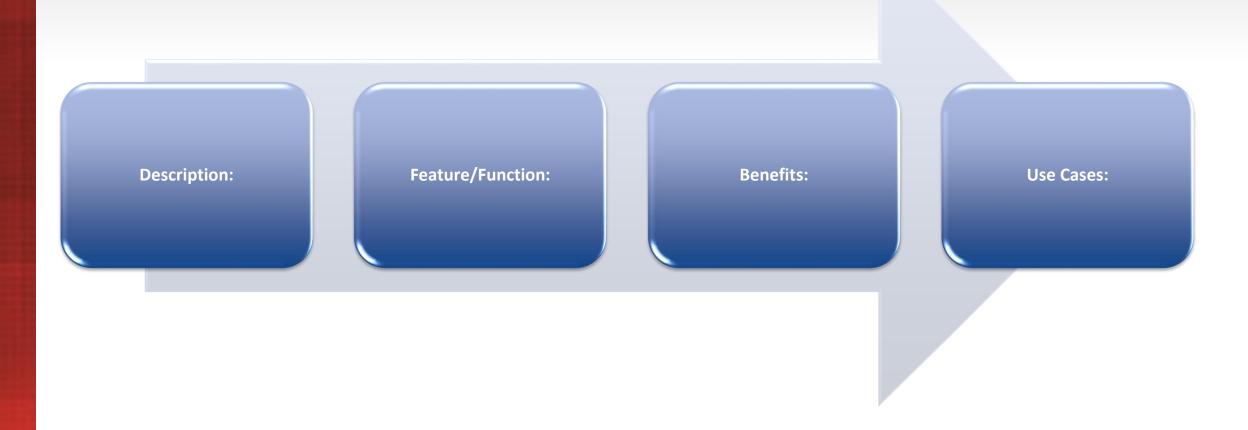
Synergy and
Differentiation:
Am I the Correct
Profile?

Partner Value Proposition: Detailed View – Pick the Areas You Will Address

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	Category	The Questions Partners Ask = What's in it for them?
		Do my Technicians vouch for it?
		Does the product work?
	SOLUTION VIABILITY	Is it considered Best of Breed?
		Is it an open solution with easy integration?
CO.		 Would I bet my business on it?
		 What is the size of the target market?
Simulation Phase	CUSTOMED DEMAND	What are the use cases?
	CUSTOMER DEMAND	 How does it solve those business problems?
		Are customers asking for it?
ti.		 How hard is it to ramp up?
<u> </u>		What are the GMs?
ML	PROFIT POTENTIAL	What are my costs to sell and support?
Sil		 What investment do I need to make?
		How long until I break even?
		Can I trust vendor claims?
	VENDOR CULTURE	 Is the vendor committed to the channel?
		 Does the go to market plan favor the channel?
		Will it set me apart from my competitors?
	SYNERGY & DIFFERENTIATION	 Will it allow me to become more competitive?
IPED* Consulting		 Does it offer the next adjacency to my current skills?
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Solution Viability - Describe the Solution



Solution Viability - Describe the Solution

Because Exadata Express runs the newest enterprise database release plus options, it gives you access to exciting new features of Oracle Database 12c Release 2. For enterprise database experience. You do not need to worry about network or storage configuration, patching, upgrade or other DBA tasks. These activities are managed for you by Oracle, so no customer DBA is required. Exadita Express gives you the same

Oracle Database Exadata Express Cloud Service is the ideal entry-level service for running Oracle Database in Oracle Cloud. It delivers an affordable and fully managed Oracle Database 12c Release 2 experience, with enterprise options, running on Oracle Exadata. It is a great fit for small and medium sized production databases as well as development, testing and evaluation environments. For developers, Exadata Express provides easy access to advanced development features of Oracle Database, enabling you to rapidly create modern data-driven applications.

Solution Viability - Describe the Solution

Because Exadata Express runs the newest enterprise database release plus options, it gives you access to exciting new features of Oracle Database 12c Release 2. For enterprise database experience. You do not need to worry about network or storage configuration, patching, upgrade or other DBA tasks. These activities are managed you by Oracle as no systematic DBA is required. Evadate Evances since you the series

Description:

- An ideal entry level service to run Oracle DB
- An affordable fully managed DB with enterprise options & Exadata

Feature/Function:

• Oracle DB 12c Release 2

Benefits:

- No DBA required
- No configuration
- No patching or upgrades

Use Cases:

- Production databases
- Development
- Test and evaluation environments

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great fit for small and

√elopment, testing and

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medium sized production databases as well a

Partner Value Proposition vs. Customer Value Proposition

What's the Difference	Partner Value Proposition	Customer Value Proposition
Audience	Partner: asses relevance, odds of success and ability to make money.	 Partner: during recruitment visualizes which Customers have the solution/product need. Customer: assesses need when the Partner sells solution
Answers the Questions	 What is the solution? Customer Value Proposition? What is the customer demand and market size? What must I do to invest? What is my likely return? By when? Will I differentiate myself from my competitors? Do I trust you/your company? 	 What is the solution? Capabilities? What business problem does it solve? What is the demand? What are the use cases? Who are the references?

What is a Customer Value Proposition?



- The Customer Value Proposition is required, though not always made clear in communications
 - Vendors often stop at Feature, Function, Benefit
- The **Partner Value Proposition** is not complete without a Customer Value Proposition
- Product Marketing is typically the source for Customer Value Propositions
- If you do not provide it; CAMs will make it up!!!

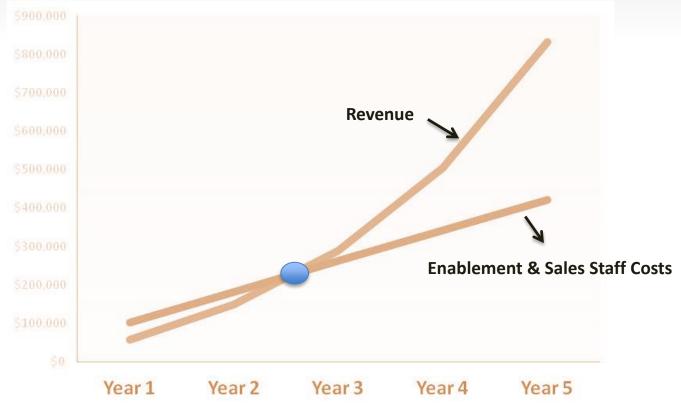
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	What is the size of the target market?
CUSTOMER DEMAND	What are the use cases?
COSTOWER DEMAND	 How does it solve those business problems?
	Are customers asking for it?

In a Perfect World, Break Even Would Accompany the Partner Value Proposition

Sample Break Even Analysis



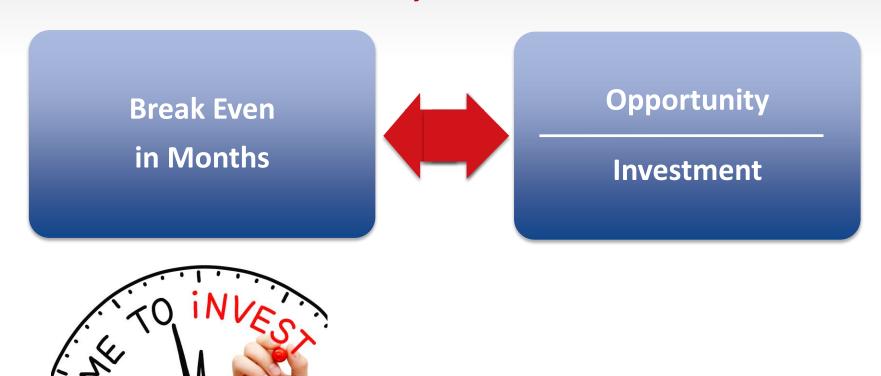
Partners typically invest in technologies where they break even in less than 12 months!



The data contained in this chart is illustrative

Time to Break Even Calculation...It's Simply Math

"I want you to invest..."





"I want you to invest...here's what's in it for you."

Opportunity

Investment

Qualitative:

- Innovative and reliable technology
- Brand strength & market presence
- Ability to differentiate in their markets
- Relationship with you, the Vendor

Quantitative:

- Revenue and profits over a period of time projected by month
- Incentives
- Program support & cost off-sets (sales, marketing, technical, service program benefits (GETS)

Time to Break Even Calculation...It's Simply Math

"I want you to invest..."

Opportunity

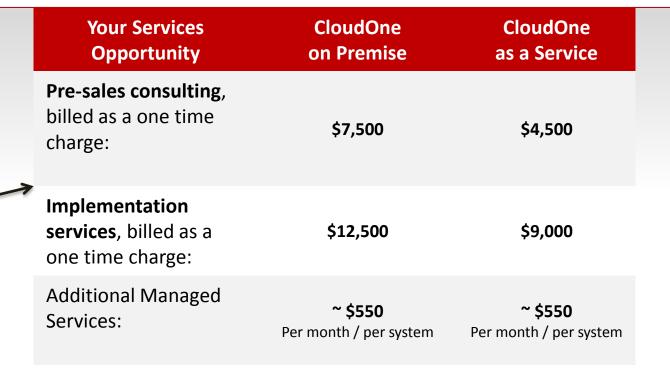
Investment

- Program fees
- Sales Training
- Technical Training tuition & travel
- Technical Training opportunity cost (technical time lost billing @ maybe \$200/hr)
- Certification & testing expense
- Marketing
- Demo Sets, etc.
- Incremental staff to be hired

Service Attach Rates for CloudOne

 Average Sales Price of the Solution

 Partner Services assumptions



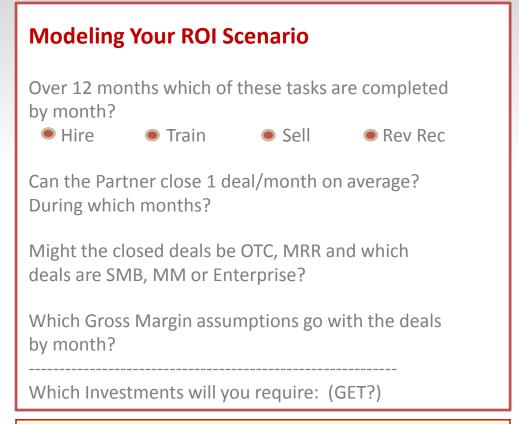
¥	Product Resale Available at 25% Discount	CloudOne on Premise	CloudOne as a Service
	MacroSoft List Price	\$50,000	\$1,000/month

Profit Potential - Gross Margin Math: MacroSoft

<u> </u>						
SMB Service	Monthly or OTC	Monthly Revenue	OTC Revenue	GM	Monthly Profit	OTC Profit
Pre-sales consulting	na	0	0	J.VI	Wildlich y 1 Tollic	\$0
MacroSoft Service (\$1,000/month)	MRR	\$1,000	0	25%	\$250	Ψ-
Implementation	ОТС	0	\$3,600	32%	·	\$1,152
Managed Services (\$550 @ 36 mos)	MRR	\$550	1-7	42%	\$210	, , -
(contract (contract (contract)	Total Rev & Profit Est.	\$1,550	.\$3,600	,.	\$460	\$1,152
		. ,	. ,			, ,
		Monthly				
Mid-market, Dept. Enterprise Service	Monthly or OTC	Revenue	OTC Revenue	GM	Monthly Profit	OTC Profit
Due color consulting	OTC	0	ĆE 400	220/		ć4 7 20
Pre-sales consulting	OTC	0	\$5,400	32%		\$1,728
MacroSoft Service (\$1,000/month)	MRR	\$1,000	0	25%	\$250	
Implementation	ОТС	0	\$9,000	32%		\$2,880
Managed Services (\$550)	MRR	\$550	0	42%	\$210	
	Total Rev & Profit Est.	\$1,550	\$14,400		\$460	\$4,608
		Monthly				
Dept. Enterprise On-premise	Monthly or OTC	Revenue	OTC Revenue	GM	Monthly Profit	OTC Profit
Pre-sales consulting	OTC	0	\$7,500	32%		\$2,400
MacroSoft Appliance	OTC	0	\$50,000	25%		\$12,500
Implementation	OTC	0	\$12,500	32%		\$4,000
	Total Rev & Profit Est.	0	\$70,000			\$18,900

Profit Potential: Assume 30 Day Lag from Sale to Revenue

Month	Activity	Revenue by Month				
January	Hire, Train, Sell	One Time Charge (OTC) or MRR				
February	Selling					
March	Sell, Close one SMB	MRR				
April	Sell, Close one SMB	MRR				
May	Sell, Close one MM	MRR				
June	Map the Gro	ss Margins from				
July	each monthly deal to spreadsheet ->					
August						
September	Example!					
October						
November						
December						
January						



Half a Sales Rep	\$0 YOUR EXISTING SALES CAN SELL!					
Tech Education Opp Cost	\$4,800 (\$200/hour @ 3 day class)					
Marketing	\$5,000 matching	Map Investments to spreadsheet →				

Profit Potential: MacroSoft CloudOne ROI

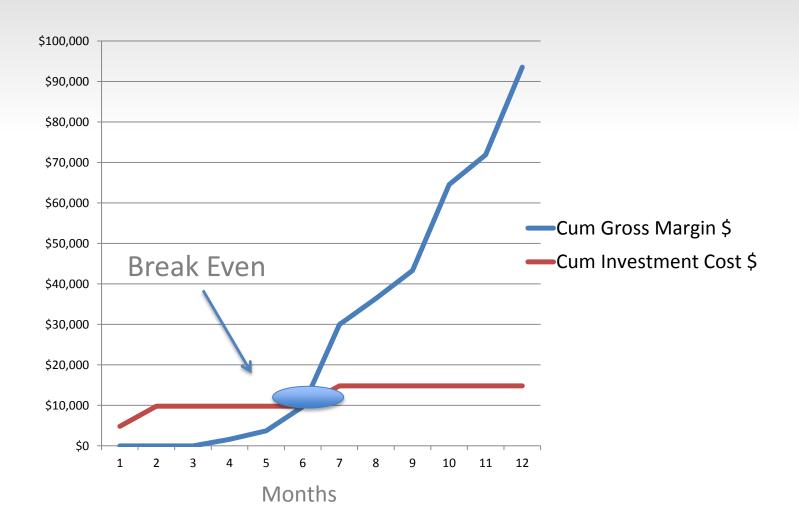
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Hire, Train, Sell												
eb Sell								C	hart s	pread	lsheet	\rightarrow
<mark>lar</mark> Sell, Close												
Sell, Implement, Invoice/SMB Serv, Close				\$1,618	\$460	\$460	\$460	\$460	\$460	\$460	\$460	\$460
lay Sell, Implement, Invoice/SMB Serv, Close					\$1,618	\$460	\$460	\$460	\$460	\$460	\$460	\$460
Sell, Implement, Invoice/MM Serv, Close						\$5,068	\$460	\$460	\$460	\$460	\$460	\$460
Sell, Implement, Invoice/ent on-prem, Close		Gros	s Marg	ins			\$18,900					
ug Sell, Implement, Invoice/MM serv, Close								\$5,068	\$460	\$460	\$460	\$460
Sell, Implement, Invoice/ MM serv, Close									\$5,068	\$460	\$460	\$460
Sell, Implement, Invoice/Ent on-prem, Close										\$18,900		
Sell, Implement, Invoice/MM sserv, Close											\$5,068	\$460
Sell, Implement, Invoice/Ent on-prem, Close												\$18,900
Sell, Implement, Invoice/SMB Serv, Close												
Monthly Gross Margin \$				\$1,618	\$2,078	\$5,988	\$20,280	\$6,448	\$6,908	\$21,200	\$7,368	\$21,660
Monthly Investment Costs \$	\$4,800	\$5,000	\$0	\$0	\$0	\$0	\$5,000	\$0	\$0	\$0	\$0	\$0
Use existing sales reps												
Education opportunity cost	\$4,800											
MDF Match		\$5,000	Ir	nvestmer	nt		\$5,000					
	\$4,800	\$5,000	\$0	\$0	\$0	\$0	\$5,000	\$0	\$0	\$0	\$0	\$0
Cum Gross Margin \$	\$0	\$0	\$0	\$1,618	\$3,696	\$9,684	\$29,964	\$36,412	\$43,320	\$64,520	\$71,888	\$93,548
Cum Investment Cost \$	\$4,800	\$9,800	\$9,800	\$9,800	\$9,800	\$9,800	\$14,800	\$14,800	\$14,800	\$14,800	\$14,800	\$14,800

In a Perfect World Break Even Would Accompany the Value Proposition

Sample Break Even Analysis

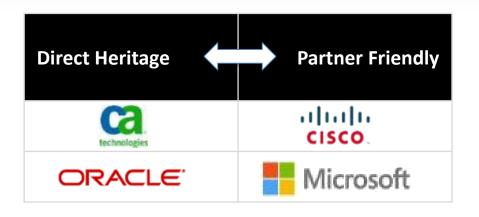


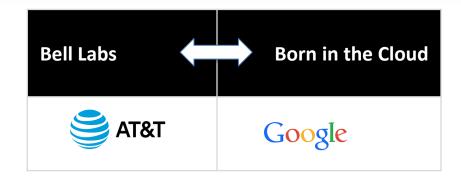
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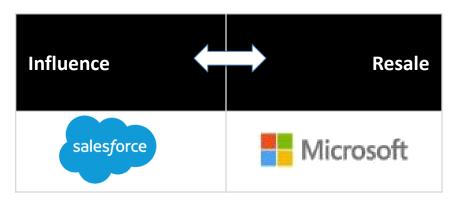


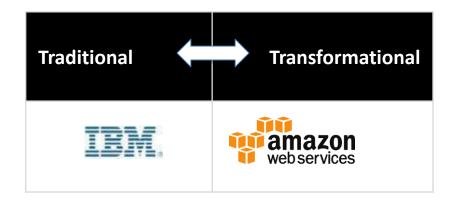
Vendor Culture

Category The Questions Partners Ask = What's in it for them? Can I trust vendor claims? Is the vendor committed to the channel? Does the go to market plan favor the channel?









Synergy & Differentiation

Category	The Questions Partners Ask = What's in it for them?
SYNERGY & DIFFERENTIATION	 Will it set me apart from my competitors? Will it allow me to become more competitive? Does it offer the next adjacency to my current skills?

IPED Adjacencies?
In which programs
do your targets
participate?

Telephony	Unified Comm	Networking	Data Center
□ On-prem PBX	□ VOIP	□ Routers, Hubs	□ Servers
□ Cabling	□ Call Center Integration	□ Security	□ Storage
□ Voice & Data	UC/Mobility Integration/SkypeBiz	□ Unified Comm	☐ Systems Mgt. Software
□ Managed PBX	□ Managed VOIP	☐ Comm as a Service	□ IaaS, BDR, etc.
	Mobile Device Mgt.		

Blue indicates Recurring Revenue

"How am I different than every other Cisco Gold?"

The First Program is One Without Tiers nor Tracks. You Are, however, Recruiting "Managed" Partners at this Early Stage.

Charter Partners

- Managed Partners
- Top group to start
- Designated CAMs
- May write business plans
- Tend to have high value contact with MacroSoft

VAR, MSP OR HYBRID

How do these Partners differ from the balance who will join the program over the next several years?

Team Workshop Phase 3 Recruit a Partner to the Program

Likely Partner Value Proposition Presentation Components (Order)

In the real world, a competitive program is necessary as partners have alternatives.

Selling that program is critical.

Your time is limited; determine how best to present these in a face to face scenario.

Then present it!

Hint: Introduce yourselves & why you're there!!!

MacroSoft CloudOne Appliance

Define the solution, customer value prop including: customer use cases, key customer benefits The Market

Describe the customer target market, competition and market opportunity

Partner Opportunity

Outline the Partner Value Prop product, services and managed offering assumptions and opportunities to profit. Given more time calculate Break Even Chart (do the math).

Our Investments

Propose a business relationship; outline what the partner is expected to invest and what you will provide as a vendor

Propose your Program Give to Gets **Getting Started** *Outline next steps*

How Will Partners Score Your Presentation?



Solution Viability:

Would I bet my business on it?
Is the product best of breed?
Does it integrate easily?

Profit Potential:

Is there a compelling case for ROI and profitability?

Customer Demand:

Is the produce sales environment
"Pull vs. Push"?
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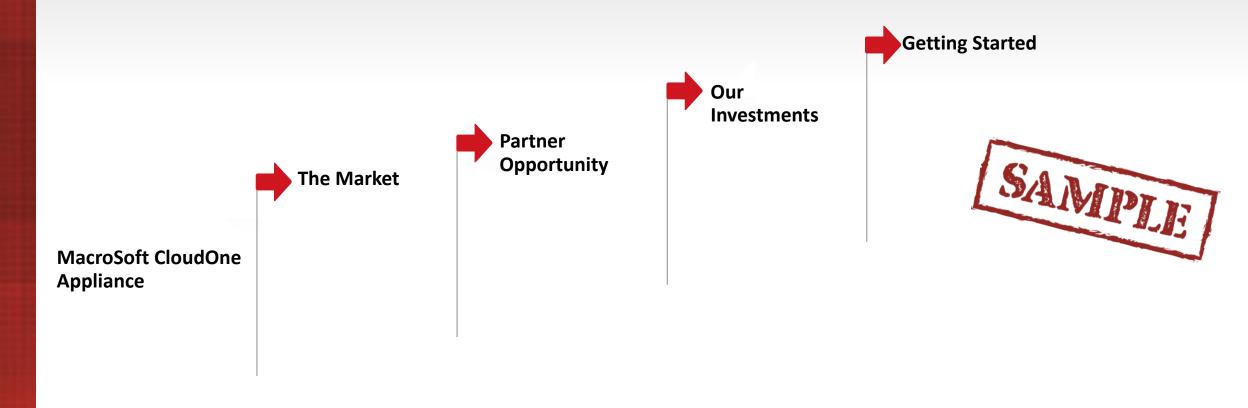
Sample Value Proposition

Cloud One Appliance



MacroSoft

Today's Discussion



Describe the Solution

Description:

Description:

Feature/Function:

Benefits:

Use Cases:

KEY SOLUTION FEATURES and/or BENEFITS:

•

•

•

•

•



Oo You Hav	ve Customo	ers with T	hese Needs?
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Describe the Market

Indicate:
Market size
Growth rates
Describe:
Target buyers
Competition
MacroSoft go to market plans



The Opportunity

For partners who meet the Ideal Partner Profile, lay out the opportunity.

CloudOne product revenue and gross margins for both On-premise and As a Service model

Pre- and post-sales project based services, and/or additional managed services when CloudOne is sold as a service

Describe <u>how</u> the box can be placed onpremise via resale/managed service or how it may be consumed by the partner for a managed service.

Answer how adding offerings that leverage this appliance might differentiate this partner from others who don't offer this appliance or solution? (optional)

Please use your skills to title appropriately



Our Program Investment

Partner requirements (What we Get):

e.g. **Requirements**: what you must invest



Partner benefits (What we Give)

_

_

_

e.g. **Benefits**: what I, the vendor, will provide

Single-tier channel ready solution: that offers the ability to...

Please use your skills to title appropriately

Financial Summary of Investment & Return to the Partner

Talk gross margin assumptions if you do not have time to build a full financial analysis...make assumptions regarding the # of deals a partner might sell in 12, 18 or 24 months.

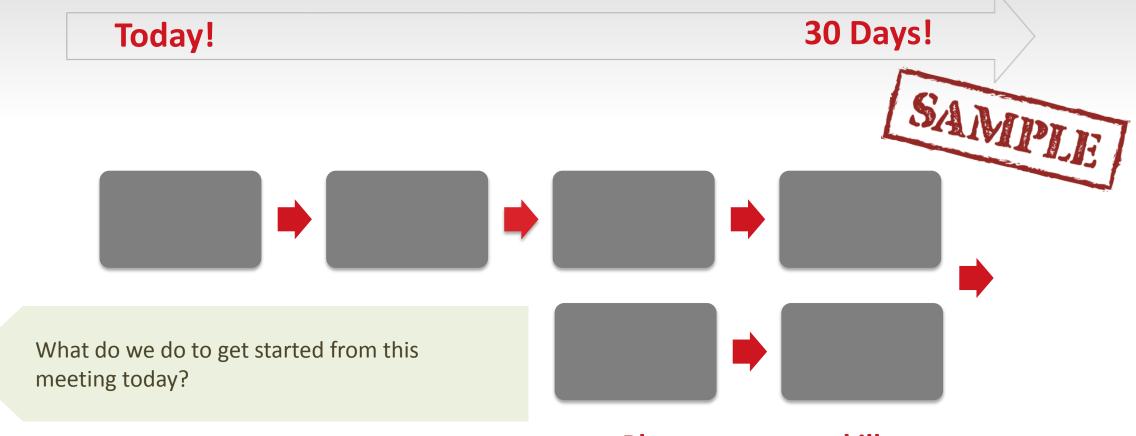


Extend the estimated gross margin math to calculate a Break Even analysis if you have time.

Please use your skills to title appropriately

Include an estimate of expenses incurred including education, marketing, staffing and any other costs.

Getting Off to a Fast Start



Please use your skills to title appropriately

Keep These in Mind...

- ✓ You are meeting with the Company President/Owner
- ✓ You have 10 minutes to get him or her to "YES"
- ✓ Prioritize on relevant information and get to the point quickly
- ✓ These are real partners, BUT this is a "safe learning environment"



Recruiting Backdrop

- Year round recruiting? or Only when declared?
- Who's responsible for recruiting?
- Who Identifies the Ideal Partner Profile?
- Recruiting few? or Many?
- Who's researching prospective recruits?
 - Targeted: stated profile represents many partners
 - Pinpoint: stated profile representative of a few, critical partners
 - All Who Apply: open to any profile

Partner Recruiting – Basic Best Practices

Target / Profile

- ✓ All partners are NOT appropriate for a single vendor program ... but some are
- ✓ The Ideal Partner Profile determines the characteristics a Partner MOST LIKELY TO SUCCEED

Promote

- ✓ Communicate with targeted Partner with messages customized to attract + repel ... only solicit the IDEAL partner profile
- ✓ Combine MASS media and ONE-TO-ONE media to achieve awareness, credibility, momentum and opportunity

Engage

- ✓ Utilize a simple, self-service Value Proposition to engage potential partners from mass media campaigns
- ✓ Deliver the human connection @ Channel Manager layer enabled and empowered to execute program details effectively

For Folks Back Home...

What We Don't Do at Channel Masters



On-boarding and Ramping, Business Planning comes into Play



Channel Account Manager Training: The Business Plan



The Partner Business Plan

A jointly developed plan resulting in an understanding of your partner's revenue mix, investment with competitors, enablement plans, marketing plans and organization.

Share of wallet and clear revenue commitments are two critical.

Revenue & Opportunity Planning

Optional: A jointly developed opportunity worksheet identifying the top opportunities for immediate engagement to close.

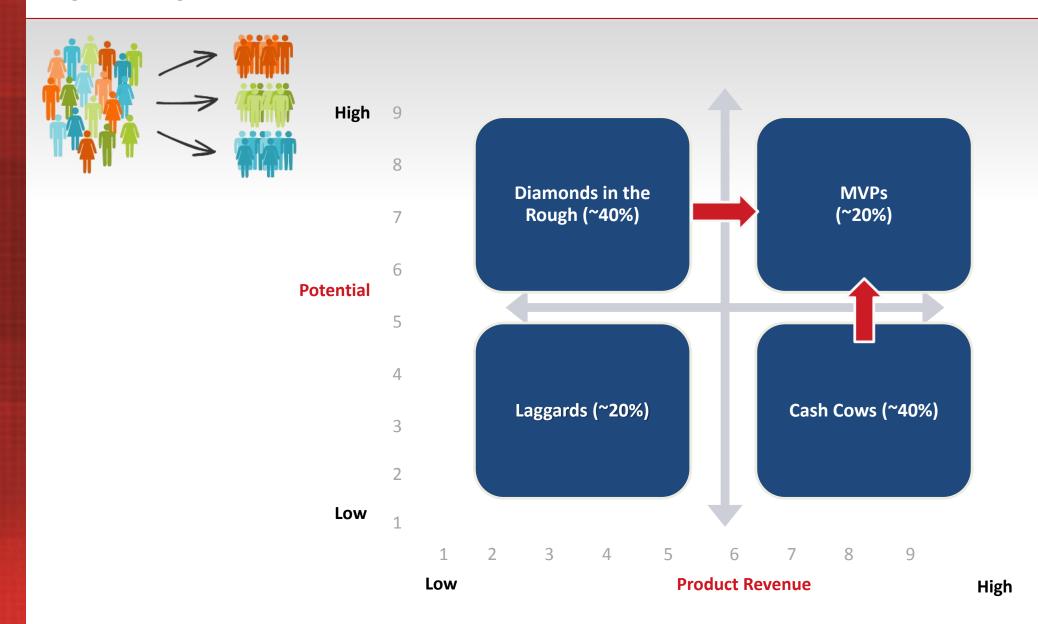
The Quarterly Business Review (QBR)

A structured, quarterly meeting to review progress against quarterly goals set out during the annual Business Plan.

The Call Plan

A structured Partner call preparation template (may be reduced to a checklist) to maximize the effectiveness of your partner call. Clearly prepare your stated goals, anticipate objections, prepare objection handling tactics.

Segmenting Partners Indicates Which to Prioritize for Business Plans



Capacity Planning Templates Help Identify How Many Partners are Required for Recruitment

INFO REQUIRED:

- ✓ Product ASP \$_____
- ✓ # of Deals an Average Partner can Sell /year
- ✓ My annual Quota/Budget \$ _____
- ✓ Recruitment Failure Rate: ______%

(Historically what % of partners recruited do not achieve **AT LEAST 80%** of the # of deals the Average Partner sells per year?)

CALCULATIONS:

Average Partner Productivity \$_____

(Equals Product ASP * # of Deals Average Partner Can Sell/year)

- # of Partners Required ______
 (Equals My Annual Quota \$ \ Average Partner Productivity \$; round up)
- ✓ # of Partners likely to Fail ______

 (Equals # of Partners Required * Recruitment Failure Rate %; round up)
- ✓ Final # of Partners to Recruit _____ (Equals # of Partners Required + # of Partners Likely to Fail; round up)