Partner Program Welcome Pack.

Your success is our success

2023

Contents.

Welcome.

Welcome.

Manage Protect Partner Program

We are dedicated to supporting and empowering our valued partners who are trusted Managed Service Providers (MSPs) to thousands of Australian and New Zealand businesses.

Your success is our success!

Welcome Pack

Communication & Updates

Technical Support

Partner Program

Training Networking Events

Sales & Marketing Resources

02

Your Onboarding Process.

First steps.

The onboarding process equips you with all the information and support you need to begin selling Manage Protect services.

Welcome
- **Sign agreement**
- **Meet your Partner Manager**
- **Discuss onboarding process**
- **Share resources**

Training
- **Attend product training sessions or watch training videos**
- **Explore Knowledge Base**
- **Training & access to Converge partner portal**

Marketing & Sales
- **Explore collateral**
- **Discuss growth opportunities**
- **Access Sales training, if required**

Welcome pack

03 # Your Partner Managers.

Here to support you.

- Works with you to get the best results
- Recommend sales and marketing resources which benefit your business
- At your request, accompany your salespeople to client visits
- Assist with sales proposals
- Incorporate your valuable partner feedback
- Assist with any questions
- Schedule product training sessions

John Sullivan

Partner Account Manager – South

Robert Dale

Partner Account Manager – North

04 # Revenue Roadmap.

We offer the support and tools you require to begin selling and continue selling successfully. Generate greater recurring revenues with less effort, in less time!

First 30 days

- Introduction call with your Partner Manager
- Access Converge partner portal
- Product training for sales and support teams
- Sales Training Call with your Partner Manager
- Access and begin using sales & marketing collateral, including white-labelled product brochures
- Start provisioning services in the Converge partner portal

05

Revenue Roadmap.

Ongoing

- On-demand sales – a free service that extends your sales force, qualifies, demos and closes
  business deals for you.
- Event Support to assist you with events such as trade shows, round tables, seminars, lunch & learns, golf days.
- On-demand telemarketing is an effective new business generator.

Sales & Marketing Resources.

Knowledge Base.

Access the Knowledge Base for a range of collateral including white labelled product brochures (See here for how to add your own company branding), white papers, battle cards, data sheets, case studies and more.

Communications & Updates.

Manage Protect will maintain ongoing communication with partners.

- Face-to-face meetings,
- Monthly newsletter,
- Service and maintenance notifications,
- Service alerts on <u>Converge</u>,
- Product, features, promotions and special announcements.


Photo by Lukas

Events & Networking.

Manage Protect offers an ongoing series of events for partners throughout the year.

These sessions are offered to share expertise, knowledge and other valuable information that may be beneficial to partners. They may include in-person and online events, such as:
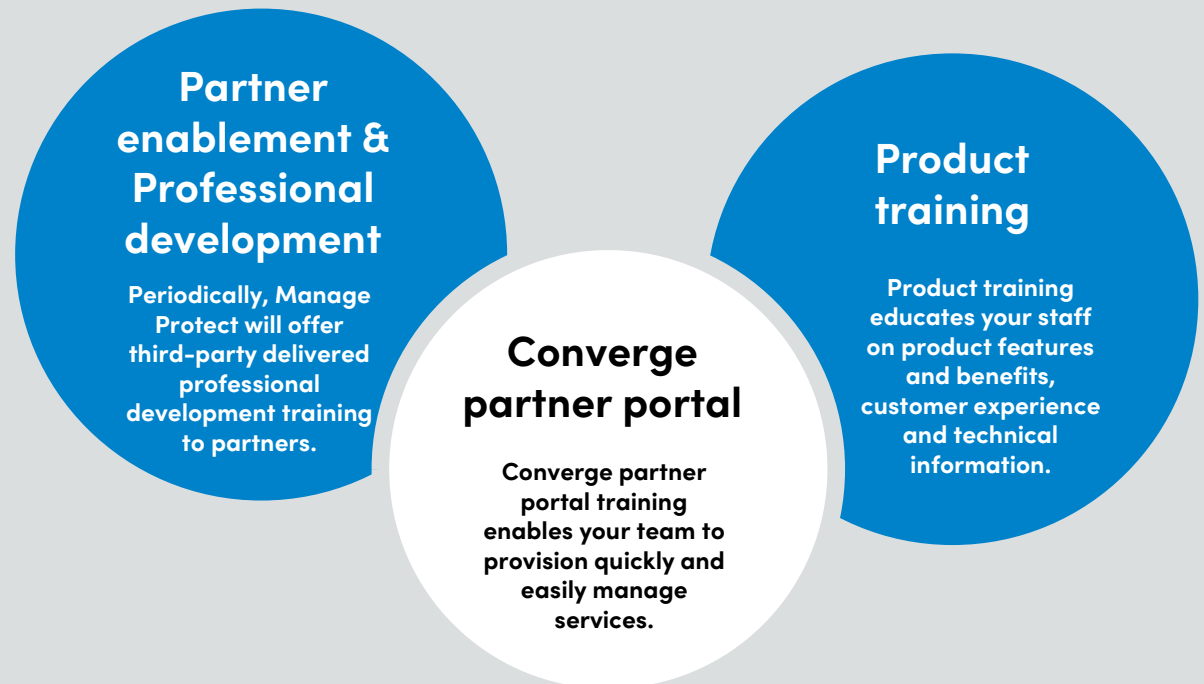
- Networking and social events,
- Product launches or updates,
- Partner enablement or professional development training sessions,
- Webinars.
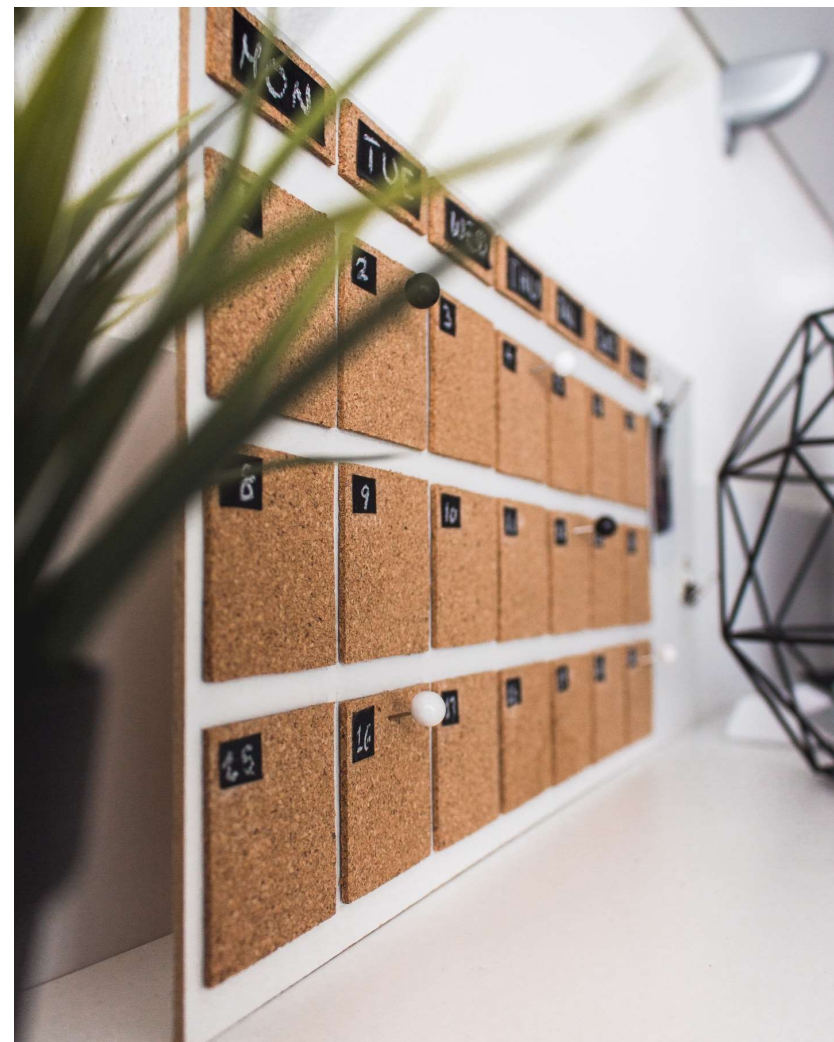
Training.

Training for partners.

Arming you with tools and skills to help you sell, provision, manage and grow professionally.

Partner enablement & Professional development

Periodically, Manage Protect will offer third-party delivered professional development training to partners.

Converge partner portal

Converge partner portal training enables your team to provision quickly and easily manage services.

Product training

Product training educates your staff on product features and benefits, customer experience and technical information.

09 # Billing.

Month-to-Month Billing.

- Our handy pre-invoice delivered in CSV file allows partners to easily reconcile individual line items per customer.

- Our invoices are issued at the beginning of the new month for the previous month.

Welcome Pack

ConnectWise PSA Integration

- ConnectWise PSA integration with Converge gives partners more visibility and saves you valuable time.
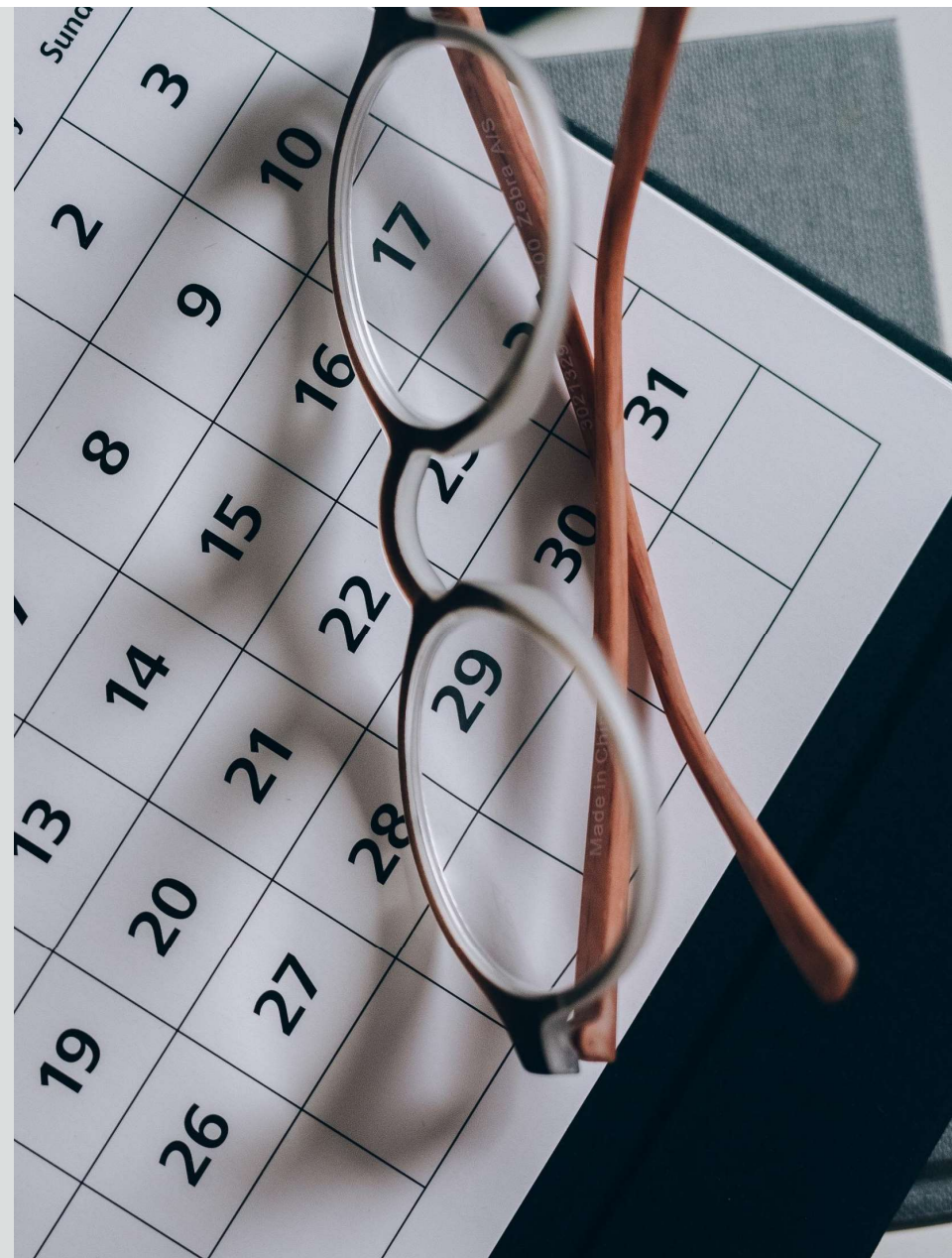
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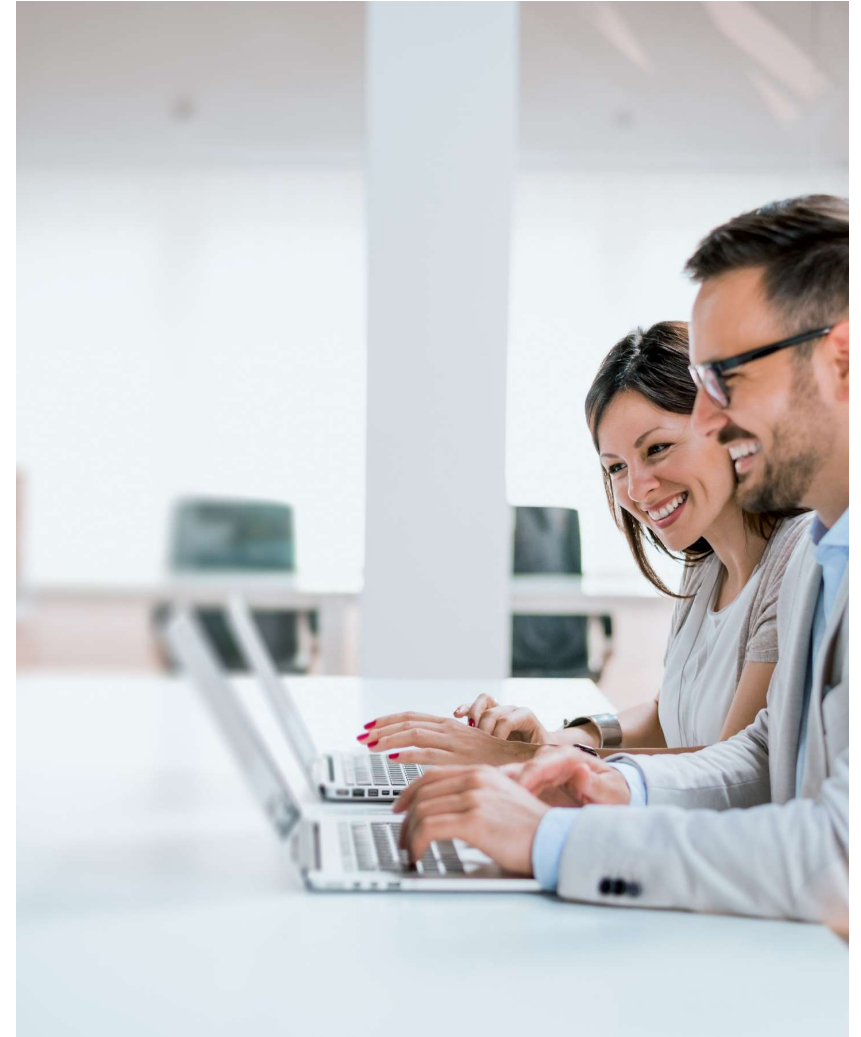
About Manage Protect & Products.

About Manage Protect.

Who are we?

Manage Protect is an Australian owned and operated technology company specialising in integrated best-of-breed cloud solutions.

Our vision... **To make cloud easy**.

Our Values.

At Manage Protect,

We live by our core values in everything we do.

Passionate to serve

Integrity & trust

**Team first, partner first**

Humbly confident

Cool, calm & collected

03 Best-of-Breed Technology

Our product suite comprises cloud solutions that ensure businesses remain productive and safe in modern working environments.

Every day, our partners deliver services that answer the following business needs:

Cyber Security

Business Productivity

Business Continuity
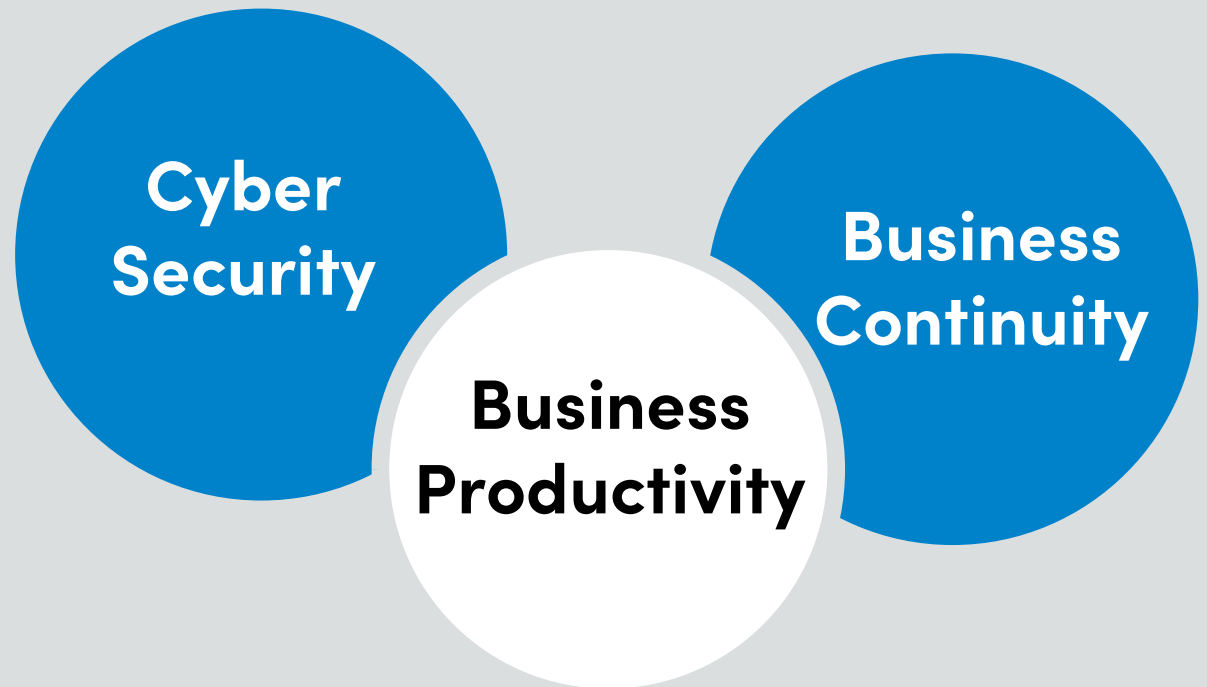
06

Cyber Security

The protection of computer systems, networks, people and information from digital crime or cyber attacks.

- Protection from adversaries

- Helping businesses build their cyber resilience

AVANAN

Avanan

MPweb

MPAV

MPmail

MPsecure

MPaudit

MPaware

Business Productivity.

Microsoft licenses

MPexchange

Workplace

Working smarter and more efficiently.

- Minimising distractions in the workplace

- Protection from spam, suspicious or unsavoury websites

- Enabling productivity with file sharing, communication and collaboration tools

Business Continuity.

The ability for business to continue operations at an acceptable level following a disruptive incident

- Data loss prevention and data protection

- Cloud accessibility

- Enabling businesses to function during disruptive events, but also the ability to recover following the incident

Microsoft licenses

Backup365

File Protection

MPmail

MParchive

Workplace

03.

Resources.

01

Training Resources.

Training Videos

- Knowledge Base:
  http://support.manageprotect.
  com

On-Demand Training

- Book an on-demand training
  session:
  https://www.manageprotect.co
  m/training-and-events/

Welcome pack

Converge.

Convenience at your fingertips

Converge is a web portal which brings together provisioning, service management, technical support and billing integrations across Manage Protect products in a single pane of glass.

Converge has been designed and built by Manage Protect for our partners, Managed Service Providers (MSPs), to make delivering cloud services easier, in line with our vision and core values. Converge is constantly being developed to provide more functionality, and automation while maintaining the best possible user experience for partners.

- Read about Converge's features & benefits
- Book Converge training
- Access Converge

Welcome pack

03 # Provisioning.

Provisioning

- MSP partners order services on the <u>Converge</u> partner portal https://converge.mp/ (See Knowledge Base for <u>Converge provisioning instructions</u>)

- Alternatively, a services provision request can be submitted to: <u>provisioning@manageprotect.com</u>

Welcome pack

04 Support.

StatusPage offers real-time status of all our services

We recommend all partners sign up to StatusPage to be updated of any issues impacting your customers: https://status.manageprotect.com/

Support is offered to all partners

Phone 1300 657 500
Email support@manageprotect.com

Support Portal
https://manageprotect.freshdesk.com/support/login

- Understand How to lodge a Support Ticket

- Service Level Agreements on the Knowledge Base

Online chat available

Your Partner Managers.

John Sullivan

Partner Account Manager – South

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Robert Dale

Partner Account Manager – North

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Connect.

Email   info@manageprotect.com

Australia   1300 657 500

New Zealand   0800 141 481

Sydney   405 & 407/55 Holt Street, Surry Hills 2010 NSW

Melbourne   231 Chapel Street, Prahran 3181 VIC

![Manage Protect.]

We look forward to working with you.