



Reseller Program Guide

Become a FUAGO Reseller

Why partnering with FUAGO?

As the #1 Open-Xchange Value Added Distributor we enable you to sell OX products plus exclusive supporting products powered by FUAGO. As a Reseller you can:

- Increase your revenue and win new customers.
- Expand your offering with a great open source collaboration software.
- Deepen your competencies by attending our webinars and trainings.
- Broaden your network by joining our Partner Portal and attending events.

Partner Level	Registered	Qualified	Premium
Benefits			
Partner Portal	Yes	Yes	Yes
Technical Support			
Pre- & Post Sales Consulting	-	Yes	Yes
Product Training New Features	-	-	Yes
Product Workshop	2.000 €	1000 €	500 €
Sales Support			
Personal Contact Person	-	Yes	Yes
Lead Assignment	-	Yes	Yes
Register a Project	Yes	Yes	Yes
Marketing Support			
Marketing Material	Yes	Yes	Yes
FUAGO Website Entry	-	Yes	Yes
Individual Material	-	-	Yes
Yearly Event Budget	-	500 €	1.000 €
Partner Welcome Pack	Yes	Yes	Yes
Pricing			
Reseller Discount	10 %	20 %	25 %
Kickback	-	5 %	10 %

Requirements			
Minimum Sales Revenue	-	5.000 €	25.000 €
1st Level Support	Yes	Yes	Yes
FUAGO Logo and Link	Yes	Yes	Yes
Active Communication	-	Yes	Yes
Value Pack	optional	Yes	Yes

What is included?

Benefits

Partner Portal

FUAGO has a Partner-only Portal where Resellers have access to marketing material, technical documentation, best practice stories and network with other Resellers.

Technical Support

Pre- & Post-Sales Technical Consulting

For our Qualified and Premium Resellers we are always ready to help. If you have a new prospect or client with a difficult set-up, we will share our technical experience with you.

Free Product Training on New Features

As soon as there are new features available, there will be an exclusive product training (webinar) for our Premium Resellers.

Product Workshop

Once a year FUAGO offers a technical Workshop. Which includes Marketing, Sales and Technical Training.

Personal Contact Person

We don't leave our Resellers alone. We will be on hand to answer any questions you may have. We provide our Qualified and Premium Resellers with personal account managers.

Lead Assignment

We assign leads to our Resellers depending on region, experience or other project requirements e.g. language. Qualified and Premium Resellers are always considered in the lead allocation process.

Register a Project

For project environments > 1.000 users, partners have the possibility to register the project. This is to ensure that the acquiring partner is able to submit an offer based on at least the same conditions as other partners.

Marketing Support

Marketing Material (Download)

We offer a variety of Marketing Material about our Products for our Resellers to use.

FUAGO Website Entry

Qualified and Premium Resellers will be introduced on the FUAGO website.

Individual Digital Marketing Material

Premium Resellers can benefit from individual Marketing Material e.g. print data for datasheets or web banners, on request.

Yearly Event Budget

FUAGO provides a budget for Qualified and Premium Partners on an annual basis from which the subsidies can be financed. In order to receive a grant from this budget, a corresponding application must be submitted and approved.

Pricing

Reseller Discount

Each partner receives a reseller discount according to his partner level between 10% and a maximum of 25% on the EVP. The higher the partnership level, the higher the partner margin.

Kickback (on new sales)

Qualified and Premium partners receive a kickback "on top" on newly generated sales of the past year.

Requirements

Minimum Sales Revenue

The higher your Sales Revenue, the higher your FUAGO Partner Level. To get to the next level we expect you to reach a minimum Sales Revenue.

1st Level Support

Resellers must provide 1st Level Support to their customers.

FUAGO Logo and Link

As a FUAGO Reseller you have to add our Logo to your website and link to www.fuago.io.

Active Communication

We expect you to actively communicate about your FUAGO product offering.


Value Pack

FUAGO Value Pack - 790 €/year

Includes:

- Open-Xchange & Dovecot subscription for internal use (for up to 25 users) on request.
- Open-Xchange & Dovecot subscriptions for demo and proof of concept systems on request.
- Standard Support Contract (25 support incidents) for customer systems up to 250 users.
- Outlook Sync for OX (OSfO) subscription for internal use (up to 5 users) on request.
- Outlook Sync for OX (OSfO) subscriptions for demo and proof of concept systems on request.
- One year subscription, automatic renewal if not cancelled 12 weeks before expiry.

Relationship and Support Level

User Helpdesk	Customer
Support Level	Reseller
	 FUAGO
	Manufacturer



Become a FUAGO Reseller

Now it is your turn. Get in contact with sales@fuago.io and get ready to sell FUAGO products. We will contact you within three business days. You will be provided with an appropriate FUAGO reseller agreement. As soon as the FUAGO reseller agreement is signed we will welcome you into our Partner Community and the onboarding process begins.



FUAGO Partner Community

Qualified & Premium Partners



And more ...

