

# PARTNER PROGRAM GUIDE

## ADDENDUM



## Deal Registration

As a Scale Computing partner, you can submit eligible opportunities through deal registration to ensure price protection and become eligible for best-in-class margin enhancements. Deal registrations are project-based and every registration is valid for 90 days. Extensions are given on a case-by-case basis at the discretion of your regional Scale Computing team.

Once you have identified a prospective customer, submit a deal registration request via the Deals page in the Partner Portal. To register, all that we require is the following information:

- » Company Name
- » End User Contact Information
- » Country

If there is no current opportunity registered for this project then your regional Scale Computing team will conditionally approve the deal registration until the opportunity is qualified and then full deal registration approval will be issued. The conditional approval must be qualified in 14 days by the regional Scale Computing team. To minimize channel conflict and protect your profitability, the deal registration discount will be applied to one partner only. Once the deal registration is approved, you will be eligible for discounts as outlined below.

**Questions? Please contact your Scale Computing Channel Account Manager.**

## Discounts

Scale Computing calculates partner incentives and margin discounts as a percentage of the current list price of eligible products registered in the opportunity. Partner discounts are set through Distribution. That said, Scale computing will suggest percentages the partner can expect:

### **Non-Registered opportunities:**

- 5% of MSRP for Scale Computing nodes, upgrades and associated support and maintenance SKUs

### **Registered opportunities:**

- Scale Computing HyperCore™ license and support: 28%
- ScaleCare Professional Services: 14%
- Hardware and hardware warranty: 13%
- Add-on and spare parts: 13%

# Enablement Programs

The goal of our Partner Program is to empower our partners by providing them with the tools they need to be successful. The intention of our enablement programs is to get you hands-on experience with Scale Computing Platform to get a full understanding of the solution, as well as provide you with a resource to test internally and demo for your customers.

## Scale Computing Not for Resale (NFR) Equipment Program

The NFR Program is a simple and cost-effective way for all Scale Computing partners to access equipment for demonstrations, training, workshops, events, or proof of concepts to show customers and prospects the true value of the Scale Computing Platform. NFR equipment orders require the same lead-time as other orders.

### Discounting

Partners that wish to participate in the NFR Program will receive a heavily discounted rate off of the MSRP on products and Support and Maintenance (S&M). All Scale Computing nodes are eligible for NFR pricing. The first year of ScaleCare Support is included and the partner may renew their support at the prevailing Reseller discount rate.

### Use of NFR equipment

Under the NFR Program, partners are entitled to use NFR equipment for testing, PoC and demonstration purposes or for internal, non-commercial use.

For non-commercial use, Scale Computing asks that you adhere to our non-commercial clause that ensures NFR units are procured to provide any form of managed services or internal application hosting. For a managed service system please refer to our Managed Service Program.

### Resale of NFR Equipment

- NFR equipment cannot be resold, deployed as a managed service offering, nor can ownership be transferred without Scale Computing approval.
- Scale Computing must pre-authorize the sale of NFR equipment for purchase by an end user customer. In order to authorize the sale of NFR equipment to a customer, the following steps must be taken:
  - » The partner and the customer must execute a transfer of ownership form provided by Scale Computing upon request.
  - » A recertification fee may be applied to recertify each node. The recertification fee is listed in the latest price list, available in the Scale Computing Partner Portal.

Once these requirements have been met, the NFR cluster may then be sold to the customer and Scale Computing will provide the customer ScaleCare support for the equipment.

## HE100 Series Partner Program

We all know the value that first-hand experience can bring to your customers in ensuring you're their trusted advisor on every sale. Through the HE100 Series Partner Program, all Scale Computing partners are eligible to purchase an [HE100 Series cluster](#) at an incredibly discounted rate and receive access to Scale Computing Fleet Manager and our Data Center Infrastructure Certification. This program will give you the opportunity to get your hands on hardware for real world experience and testing and the opportunity for your service techs to become familiar with the platform.

By participating in this program, you can take the smallest, 3-node hyperconverged cluster in the world on-site with your customers for a hands-on demo. This will differentiate you from your competition who are likely offering more traditional Microsoft and VMware based solutions.

[Learn more here](#) or for inquiries, contact your regional team.

### Requirements

As part of your access to SC//Fleet Manager, upon purchase you agree to participate in Scale Computing's Partner Reference Program. Scale Computing product and/or marketing managers may, from time-to-time, contact you to gather information regarding your production implementation to provide proof of success content for industry analysts, the media, and marketing materials. You are under no obligation but agree to make best efforts to participate.

### Support

The first year of software and hardware support comes included with this program. Support will be renewed yearly at the discretion of Scale Computing.

## Scale Computing Showcase Software Program - Partner Demo/POC

Showcase Software is a full-featured software offering for Scale Computing Partners in regions outside of North America and EMEA. Showcase Software provides a free demonstration version of SC//HyperCore. While Showcase Software offers limited support access, the licenses include features and functionality that are identical to a production experience. Scale Computing will provide Showcase Software licensing to Partner for the period of one year. These licenses are renewed annually.

### Requirements

To apply for the Showcase Software Program you must first be a Scale Computing Partner, in a region outside of North America and EMEA, and fill out the [Showcase Application Form](#). Showcase Software requires the partner to have, or obtain, hardware that adheres to the Scale Computing Hardware Compatibility List (HCLs). Once approved, you will receive the Scale Computing Showcase Software and HCLs, along with the imaging instructions and license keys.

### Support

Limited support is available as well as articles/knowledge base in our User Community, Partner Portal, and your Scale Computing Regional Team.

Find more information on the  
Scale Computing Partner Community.

[CLICK HERE](#)