

CROSSBEAM ACCREDITED SERVICE PARTNER

BENEFITS:

- Increased margins
- Faster Return on Investment
- Increased staff utilization
- Increased number of strategic customer accounts
- Recurring revenue stream
- Clear business differentiation

PARTNERING EVOLVED.

Crossbeam's Accredited Service Partner (CASP) program takes our certified partners to the next level of commitment. Our CASPs deliver professional services, support and training on behalf of Crossbeam in their local regions.

In return, our partners receive incremental recurring revenue, a healthier bottom line and, of course, clear business differentiation by building stronger, more strategic relationships with their customers.

We want to evolve the partnership model and break down the normal way of doing business. We want to build the best possible partnerships around the world, so that our customers enjoy the best possible care and attention in their local time zone, language and from people they know and understand.

If you are ready take your partnership with Crossbeam to the next level, read on.

CROSSBEAM SUPPORT. PERSONALIZED.

You think it's important to deliver your own support services to your customers. So do we. Our CASP Support program empowers our certified partners to deliver a consistent, high-quality, support experience. As a CASP Support partner, you maintain the single point of contact for your customer's Crossbeam support needs and you can depend on Crossbeam to provide expert level 3 support.

The program allows qualified partners to purchase special Crossbeam support SKUs, called "Foundation." These SKUs allow our support partners to build new and unique branded services that they can market and sell to their customers. It's that simple.

Crossbeam provides a comprehensive suite of tools, training and support to ensure first class service delivery, every time.

Access to all Crossbeam technical resources are located in an online support portal. Partners also receive level 3 support from Crossbeam technical support 7 days a week, 24 hours a day, 365 days a year.

CROSSBEAM TRAINING. LOCALIZED

You know that satisfied customers are well-trained customers. That's why Crossbeam created our Authorized Training Partner certification. The CASP ATP program lets partners integrate their own educational offerings, with Crossbeam developed classes.

We design our classes with our customers and partners in mind. Our courses combine hands on workshops and exercises with group discussions and formal lectures. We understand different customers have different levels of experience. That's why we offer courses that focus on the core features of our platform as well as advanced modules. Courses range in duration from one to three days, with prerequisites and program objectives clearly defined.

We believe training should be convenient, and local. That's why we created the Crossbeam Remote Training Lab (RTL) making it possible to deliver a course anywhere in the world. CASP ATP partners have access to the Crossbeam RTL to deliver Crossbeam training anytime - simply schedule ahead of time. Our RTL lets you streamline course delivery, minimize equipment investment and ensure we bring training closer to the customer.

CROSSBEAM SERVICES. DELIVERED.

You know that an effective deployment begins with professional services. That's why Crossbeam created our Professional Services certification. As a CASP ProServ partner, you will have the ability to sell and deliver Crossbeam branded services, right along with us. You can also incorporate your own services into Crossbeam's service offering.

Let our experienced and proven global consultants engage with you to deliver professional services, meet customer requirements, and exceed your customer expectations. Crossbeam even offers customized remote consulting with dedicated engineers via VPN access.

We have created special professional services packages to make deployments easy. These pre-packaged services and options help you deliver high value services with experienced Crossbeam consultants supporting you every step of the way.

CASP BENEFITS AND REQUIREMENTS

REQUIREMENTS

CASP Support Requirements



- Deliver first response Level 1 and Level 2 support
- Maintain certified Crossbeam support engineers on-staff
- Purchase X-Series equipment for customer problem reproduction
- Report monthly operational metrics
- Demonstrate full-time technical support capability

CASP ATP Requirements



- Maintain two certified instructors on staff at all times
- Deliver Crossbeam training by one of the following options:
 - Per use rental of Crossbeam's Global Remote Training Lab or
 - Purchase of dedicated training lab equipment
- Publish the class training schedule on company website
- Ability to deliver training at customer site and at in-house training facilities

CASP ProServ Requirements



- Maintain two certified architects on staff at all times
- Purchase and maintain dedicated consulting lab equipment
- Purchase and use Crossbeam methodology for Crossbeam branded service delivery
- Purchase and use Crossbeam methodology for custom partner-scoped projects within first year of accreditation

ABOUT CROSSBEAM

We improve the sophisticated networks of enterprises, government agencies, and service providers by architecting platforms that are more adaptable, high-performing, reliable, and secure.