MAF InfoCom™

Partnerships

Service Partner vs. Reseller Partner

MAF InfoCom™

Partnering with MAF InfoCom™ is fun and rewarding

Easy, zero-risk way to broaden your UC&C product portfolio

" When you partner with MAF InfoCom™, we take on the role of your in-house experts in UC&C analytics, reporting and management so you can focus on what you do best. You can confidently rely on MAF InfoCom™ to deliver professional pre-sales assistance, market leading solutions and post sales support to ensure the highest levels of customer satisfaction. Did we mention it is fun working with us? "

Become a MAF InfoCom™ Partner

- ✓ Easy, zero-risk way to broaden your product portfolio.
- ✓ Increased and recurring revenue from our annual subscription licensing.
- ✓ Attractive partner discounts on all our products and services.
- ✓ Outstanding sales support.
- ✓ Hosted UC&C partners.
- ✓ System integrators / UC&C Resellers.

Make some bucks

- ✓ Increased and recurring revenue from our annual subscription licensing.
- ✓ Attractive partner discounts on all our products and services.

Wat we have to offer

System integrators / UC&C Resellers

The reporting capabilities of MAF ICIMS™ can be used pre-deployment of UC&C as an auditing tool and to demonstrate ROI post-deployment ensuring your customers investment in UC&C is delivering the business benefits expected. Areas where customers can improve performance and consumption of UC&C can be highlighted identifying training and education requirements. Using actual client data can assist you in generating more of your core UC&C platforms sales.

What we have to offer

Hosted UC&C partners

- ✓ Multi tenanted solutions with robust security policies.
- ✓ Assistance to productize our solutions within your platform.
- ✓ Sales training.
- ✓ Administrator training, so you can take complete control if you choose to.
- ✓ Consumption based, monthly SaaS licencing.
- ✓ Increase your ARPU.

Dedicated partner manager as your single point of contact

Outstanding sales support

- ✓ Brochures and other product collateral (can be branded).
- ✓ Customer demonstrations, meetings and calls.
- ✓ Sales and product training.
- ✓ System admin and installation training.
- ✓ Assistance with tender responses.
- ✓ A solution free of charge up to 50 users.

Our 2 flavors of Partner Agreements

Because no company is the same MAF InfoCom™ offers in the basis 2 different Partner Agreements, a **Service Partner Agreement** and a **Reseller Partner Agreement**. Within those agreement we can define together the level of support we offer you.

You do a lot, we do little

A Service Partner Agreement with MAF InfoCom™

- ✓ You install yourself or hire us to do that for you.
- ✓ You train & support yourself, we offer 3e line support.
- ✓ Initial investment applies including training (min. 2 employees).
- ✓ Pricing per number of users + data source, invoiced monthly afterwards (min. monthly fee applies).
- ✓ White label only.
- ✓ Your Cloud only (no On-Prem sales, then Reseller Agreement needed).

- ✓ Option for you to provide additional services.
- ✓ Flexibility to create your own pricing.

When you become a Service Partner you support 1th and 2nd line yourself. Don't worry, we provide 3rd line support to back you up but everything beyond the scope of 3rd line support has to be purchased separately. For you to be able to add and configure new clients and users/seats you have trained minimal 2 employees and always maintain 2 trained employees. The setup cost includes training for these employees (additional training can be purchased separately) and full assistance with the first 3 installations. Also included is the white labelling/branding of your Cloud server if you choose so. You can only sell from your Cloud with this model, you can't sell On-Prem installations. For this you need an (additional) Reseller Agreement with MAF InfoCom™. Your purchasing price is based on users (extensions) and data sources, not on clients. This means that your margin is higher when you sell large volumes of users compared to a Reseller Agreement, but you also have to do more yourself. There is no minimum number of users you have to order but we maintain a minimum monthly total value. Minimum contract term is 36 months.

We do a lot, you do as little as you want

A Reseller Agreement with MAF InfoCom™

- ✓ We install, configure and train each client.
- ✓ Optionally you install, configure and train each client yourself.
- ✓ No initial investment).*
- ✓ PO price per client + installation/configuration/training.
- ✓ Invoiced annually up front for each client.
- ✓ Hosted from your Cloud, our Cloud and On-Prem sales.
- ✓ White label possible (your Cloud or we offer you a dedicated server).
- ✓ Option for you to provide additional services.
- ✓ Flexibility to create your own pricing.

Note

We take care of everything for you. We install and support each new customer. Or you do that yourself and make even more money. In that last case we will assist you with the first 3 to get you going. You don't have to do much and know much if you don't want to. You purchase for each client the number of users plus the installation/configuration/training (unless you do that yourself). The minimum number is 100 users per client. You can host the solution in your Cloud and then you make additional margin on the Cloud fee or sell it from our Cloud. You can also sell On-Prem installations (but those are not white labelled). Each order is considered a 3 year agreement unless otherwise agreed upon. You are free to define your own pricing or create a different service model in which you offer (parts) of the solution(s).

)* Except server in case your own Cloud

Who we are

Formed in 2000, MAF InfoCom™ is a leading innovative technology provider with two decades experience delivering solutions for Unified Communications and Collaboration including Monitoring, Analytics, Reporting, Recording, Headset & Device Management and DID Management.

We serve tens of thousands customers around the globe, in a large variety of branches. We have installations in over 50 countries ranging from SME's to multi-national global enterprises. In Europe MAF InfoCom™ is the largest provider of UC reporting solutions.

With the market trend towards Unified Communications and Collaboration we expand our sales across the globe rapidly. Our solutions work with every major UC&C technology.

Our solutions are offered from the Cloud, On-Premises and Partner Hosted to enable our customers and partners to choose the best model for their needs.

MAF ICIMS™
UC&C Monitoring Analytics & Reporting

MAF ICIMS CC™
Live Wallboards, Real Time Agent Status

MAF NMS™
Number Management System, DID Range Management

MAF UCR™
UC Voice Recorder

MAF DMS™
Inventory Management for Headset and Devices