



Virtual Support Office-XP Alliance Program

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Virtual Support Office-XP Alliance Program is a comprehensive program through which VSO-XP Partners can jointly develop, market, sell, deliver and support their products, services, and solutions in combination with VSO-XP Web Based Help Desk. The program described in this document provides the essential infrastructure for commercially successful partnerships with VSO-XP. The program is subject to change and may be modified at any time.

Reseller Partners.

VSO-XP Reseller Partners are hardware and software companies that provide to customers with software products, applications and platforms that can complement and add value to VSO-XP Web Based Help Desk suite of products. VSO-XP Reseller Partners have in place their own marketing strategy to successfully distribute and support VSO-XP products.

Premier Partners.

VSO-XP Premier Partners are primarily systems integrators who are experts in VSO-XP or e-Commerce and Automated Customer Service implementations and may also include providers of services such as business process redesign, training, IT consulting and vertical markets expertise. VSO-XP Premier Partners support direct sales effort through joint selling activities.



Partner Requirements

To become VSO-XP partner, a company must meet the following minimum requirements.

Requirements	Reseller Partner	Premier Partner
Program Fee	N/A	\$ 500 USD
License sales generated Annually.	5	15
Demonstrated ability to implement web applications on windows platform.	Encouraged.	Required.
Trained VSO-XP consultants on staff.	Encouraged.	1
VSO-XP software used internally for customer support.	N/A	Encouraged.
Publish customer success story at VSO-XP web site.	Encouraged.	3 per year.
VSO-XP listing on partner web site.	Encouraged.	Required.

Partner Benefits.

Please see appropriate program section for explanation on each benefit program.

Benefits	Partner	Premier Partner
Discount on VSO-XP License.	25%	33%
Evaluation/Demonstration software license.	N/A	Included
VSO-XP Partner technical support (to specified authorized contact)	Fee Based	Included
Discount on VSO-XP training.	N/A	50%
Access to Help & Support Web Portal.	Included	Included
Use of VSO-XP Alliance logo.		
Partner Posting on online VSO-XP partner directory.	Included	Included