



Customer Partner Success (CPS)

Partner Submission Guide

Global Programs and Operations Team

May 2016

Customer Partner Success (CPS)

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Customer Partner Success (CPS) Overview

The CPS process is designed to provide evidence of a partner's capabilities to deliver Veritas solutions with exceptional customer service and value. A CPS is an online submission detailing how a partner has provided solutions based on products and/or services associated with a specific competency.

It is a Veritas Partner Force (VPF) program requirement for Competency membership at the Expert level that partners obtain two Approved CPS submissions per Expert Competency held.

Expert Partners are required to be meeting the CPS Expert maintenance requirement at the time of the annual review, along with all other competency requirements, to maintain their Expert Competency membership into the next fiscal year. CPS is not required prior to Expert Competency entry.

A CPS submission counts towards maintaining an Expert Competency only after the CPS submission has been approved by the regional partner program operations team.

CPS Rules and Requirements

- All partners in an Expert Competency must meet/maintain the CPS submission requirement prior to each annual review in order to maintain competency status into the next fiscal year (other competency requirements such as revenue and accreditation must also be met in order to maintain competency status).
- CPS submissions are created via Veritas' online submission tool located on each individual Expert Competency page in PartnerNet.
- Partner is responsible for confirming, through acceptance of the CPS Terms and Conditions, that the submission is a valid customer project to be sent to Veritas.
- Each CPS submission needs to feature a new customer project completed within the last twelve (12) months.
- Products must be primary or complementary products associated with the selected Expert Competency.

CPS Rules and Requirements (continued)

- A customer company can be used for multiple CPS submissions, provided that each CPS submission is for a different, unique product project and only assigned to fulfill a requirement for one Expert Competency.
- Internal partner implementations cannot be used as a CPS submission; all CPS submission are required to be implemented with third party customer entities.
- Veritas will review and either Approve or Reject the CPS submission.
- Status of the CPS submission, New/Submitted/Rejected/Approved, will be visible to the partner on PartnerNet.
- Approved CPS are valid for 12 months after Veritas approval.
- Partners will be notified 30 day prior to CPS expiration and 1 day prior to CPS expiration.
- Expired CPS submissions will no longer be visible on PartnerNet.

How to Submit a CPS

- Login to PartnerNet and go to the Programs tab.
- Under My Programs, click on the link to the Expert Competency page that corresponds to the CPS you'd like to submit.

The screenshot displays the Veritas PartnerNet interface. At the top, a navigation bar includes links for DASHBOARD, PROGRAMS (highlighted in red), PRODUCTS, TRAINING, SALES & MARKETING, and SUPPORT. Below this, a secondary navigation bar shows My Programs (highlighted in white), Benefits, and Resources. The main content area is titled 'Reseller Partner Program' with a status of 'Member'. Underneath, it shows the 'Partner Level: Veritas Platinum Partner'. A section titled 'Your Veritas Competencies' lists several competencies, each with a red status indicator and '(Member)' in parentheses:

- Archiving - Expert (Member)
- Dynamic Storage and Continuity - Principal (Member)
- eDiscovery - Expert (Member)
- Enterprise Backup and Recovery - Expert (Member)
- Mid-Market Backup and Recovery - Expert (Member)

- On the selected Expert Competency page, choose “**Customer Partner Success**” and select “**Create New CPS Submission**”.
 - Initiating the process within a particular Expert Competency page designates the project as applicable toward that particular competency.

Enterprise Backup and Recovery Expert Competency

Overview

Help customers optimize the efficiency of their data centers and provide reductions in cost and complexity while protecting critical business information.

Member

You are currently a member.

Review

Competency Supplement

Expert

Requirements	Target
+ Customer Partner Success (CPS)	2

Customer Partner Success (CPS)

Requirements	Target	Actual	Status
- Customer Partner Success (CPS)	2	4	●

Customer Partner Success (CPS)

CPS ID	Customer Name	Submission Date	Expiration Date	Status
Tes42231	Test Company CC	20-Apr-2016	-	Rejected
Tes42230	Test Company BB	20-Apr-2016	19-Apr-2017	Approved
Tes42233	Test Company EE	20-Apr-2016	19-Apr-2017	Approved
Tes42232	Test Company DD	20-Apr-2016	19-Apr-2017	Approved
Tes42229	Test Company AA	20-Apr-2016	19-Apr-2017	Approved

Create New CPS Submission

Create New CPS Submission

- Accept the CPS Terms and Conditions by clicking “**Agree and Continue**”.

Enterprise Backup and Recovery Expert Competency

VPF Customer Partner Success Terms and Conditions

VPF Customer Partner Success Terms and Conditions

I am an authorized representative of Partner and can confirm:

I have sought permission from my company's customer ("Customer") to submit them as a Customer Partner Success submission; such submission being a requirement to maintain an Expert Competency in the Veritas Partner Force Program ("VPF"). Furthermore, my Customer has agreed that I can disclose certain Customer information ("Information") in relation to the Customer project which is the subject of the Customer Partner Success submission.

I understand that if I provide Veritas with false or misleading information regarding the Customer, such Customer Partner Success submission shall be discarded, rejected by the reviewer and not count towards maintaining Expert Competency requirements.

I understand that it is my sole responsibility to gather any legally required consents, in compliance with applicable law in its jurisdiction and/or the jurisdiction in which my Customer conducts business. I further understand that all information has been provided in compliance with all applicable laws and has been provided to Veritas so as to allow Veritas to process the information for the intended purposes only. The purposes of the collection and processing of the Information regarding your Customer is for Veritas to verify the Customer's identity and use the data pertaining to the Customer solely for Veritas' business purposes. Veritas reserves the right to contact the customer to verify and approve the accuracy of the Customer information provided. The Information included in the Customer Partner Success submission will not be disclosed by Veritas without the Partner's permission.

I understand that these Terms and Conditions are governed by my VPF Agreement and Program Guide.

[Decline](#)[Agree and Continue](#)

• Complete the CPS online submission form

1. Enter customer address, customer contact name and title.

2. Enter customer industry focus, if the project was for services only, reference number (Veritas SO/Reseller PO/Distributor PO), project name, project description, project end date, products and services.

3. Enter products and services.

Customer Information

Enter the details required to create your Customer Partner Success Submission.*Required field.

Company Name*

Company Name (Local Language)

Customer Preferred Language*
--Select Language--

Veritas Account Manager

Is this Company a Subsidiary?
☐ Yes ☒ No Please Provide Parent Company Name

Company Country*
--Select Country--

Address 1*

Address 2

Address 3

City*

State/Province/County*

Postal Code*

Customer Contact for Submission Approval

Same as Company Address ☒ Yes ☐ No

Prefix*
--Select--

First Name*

Last Name*

Job Title*

Cancel Save for Later Continue

Project Description

Enter the details required to create your Customer Partner Success Submission.*Required field.

Customer Industry

Please indicate the industry verticals that best describe your customer. This information will not be shared with your customer as part of the approval process that apply.

<input type="checkbox"/> Academic: College/University	<input type="checkbox"/> Food	<input type="checkbox"/> Logistics
<input type="checkbox"/> Academic: K-12	<input type="checkbox"/> Government Crime / Justice / Law	<input type="checkbox"/> Manufacturing
<input type="checkbox"/> Accountants	<input type="checkbox"/> Government Defense	<input type="checkbox"/> Mining & Exploration
<input type="checkbox"/> Aerospace	<input type="checkbox"/> Government Federal / Central	<input type="checkbox"/> Non Profit / Charity
<input type="checkbox"/> Automotive	<input type="checkbox"/> Government Health / Social	<input type="checkbox"/> Pharmaceuticals
<input type="checkbox"/> Banking & Finance	<input type="checkbox"/> Government Public	<input type="checkbox"/> Real Estate
<input type="checkbox"/> Chemical Industry	<input type="checkbox"/> Government State / Local	<input type="checkbox"/> Retail
<input type="checkbox"/> Communication & Media	<input type="checkbox"/> Healthcare	<input type="checkbox"/> Software / Online Services
<input type="checkbox"/> Construction	<input type="checkbox"/> Hotel Leisure	<input type="checkbox"/> Telecommunications
<input type="checkbox"/> Consulting	<input type="checkbox"/> ISP / ASP / xSP	<input type="checkbox"/> Travel / Hospitality
<input type="checkbox"/> Consumer Elec / Hardware	<input type="checkbox"/> Information Technology	
<input type="checkbox"/> Consumer Goods	<input type="checkbox"/> Insurance	
<input type="checkbox"/> Energy / Utilities	<input type="checkbox"/> Legal Services	
<input type="checkbox"/> Entertainment / Gaming		
<input type="checkbox"/> Other		

Please indicate the number of employees in your customer's business. This information will not be shared with your customer as part of the approval process that apply.

Select

Project Description

This information will be shared with your customer as part of the approval process. Note: Your project must be completed in the past 12 months to be eligible for submission.

Services Only ☐ Yes ☒ No

Reference Number*
--Select Reference Number Type--

Name of Project Completed*

Project Description*: Describe your project in more detail using your customer's preferred language

Project end date* (dd-mm-yyyy)

Cancel Save for Later Back Continue

Products & Services

Enter the details required to create your Customer Partner Success Submission.*Required field.

Products

Please select those products your customer purchased for this project.

☐ NetBackup

☐ Other

Services

For this project, please select the services you provided to your customer. Select all that apply.

☐ Architecture and Design Consulting Services

☐ Customized Services based on a Statement of Work

☐ Deployment Services (install and configure)

☐ Develop Custom Software and Deliver Training

☐ Health Check (Operational Assessment to Analyze Performance)

☐ Manage IT Implementation Projects

☐ Migration to Veritas products

☐ On-site Residency Services

☐ Proof of Concept Services

☐ Provide Customer Technical Support

☐ Provide IT Strategy Consulting

☐ Provide Manage or Hosted Services

☐ Provide Post Implementation Support

☐ Provide Software Asset Management Services

☐ Sell Cloud Services

☐ Sell Hardware

☐ Sell Software Licenses

☐ Upgrade Services

☐ None

☐ Other

Cancel Save for Later Back Continue

Hint: Click "Continue" to advance to next screen

- Preview your CPS online submission and click “**Submit**”.
- Click “**Ok**” when the Thank You message appears.

Enterprise Backup and Recovery Expert Competency

Customer Information Project Description Products & Services **Review** Confirmation

Review your Customer Partner Success Submission before you submit.

Customer Information:
Test Company JJ
123 Main
Springfield,OR,97477
Phone: 5413321234

Partner:
Allison Test

Name of Project:
Test Project

Project Description:
Test Project Description

Veritas Products:
• NetBackup

Veritas Services Provided:
• Health Check (Operational Assessment to Analyze Performance)
• Sell Hardware
• Sell Software Licenses

Cancel **Save for Later** **Back** **Submit**

Hint: Click “**Save for Later**” to save your CPS in **New** status (to be completed anytime in the next 14 days).

Enterprise Backup and Recovery Expert Competency

Customer Information Project Description Products & Services Review **Confirmation**

Thank You!
Your Customer Partner Success Submission has been successfully created and now pending verification by Veritas.

Ok

- Your new CPS shows as Submitted while pending Veritas review.
- An automated approval email is sent to the submitter when Veritas has approved the CPS.

Enterprise Backup and Recovery Expert Competency

Overview

Help customers optimize the efficiency of their data centers and provide reductions in cost and complexity while protecting critical business information.

Member

You are currently a member.

Review Competency Supplement

Expert

Requirements	Target	Actual	Status
Customer Partner Success (CPS)	2	4	

Customer Partner Success (CPS)

CPS ID	Customer Name	Submission Date	Expiration Date	Status
Tes44361	Test Company II	-	-	New
Tes42231	Test Company CC	20-Apr-2016	-	Rejected
Tes44362	Test Company JJ	21-Apr-2016	-	Submitted
Tes42232	Test Company DD	20-Apr-2016	19-Apr-2017	Approved
Tes42233	Test Company EE	20-Apr-2016	19-Apr-2017	Approved
Tes42229	Test Company AA	20-Apr-2016	19-Apr-2017	Approved
Tes42230	Test Company BB	20-Apr-2016	19-Apr-2017	Approved

Create New CPS Submission



Thank you!

Global Programs and Operations Team

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