

# Development Partner Program: The Gold Tier





Development Partner

**GOLD**

## Introduction

Sage Software is committed to the success of our development partner community. We have established three levels of membership in the Sage Software Development Partner Program: Silver, Gold, and Endorsed. For more information on these levels go to:

[http://www.sagesoftware.com/partners/development\\_program/Development\\_Partner\\_Overview.pdf](http://www.sagesoftware.com/partners/development_program/Development_Partner_Overview.pdf)

Gold is a select tier created for established partners seeking a closer relationship with Sage, as well as greater visibility and credibility for their solutions among Sage customers, prospects, and business partners.

The requirements outlined in this document apply to all Gold partners—and the solutions they publish that integrate with or modify in any way Sage applications. Additional requirements apply to Sage Certified Products. These additional requirements are detailed in the Certification Requirements document for each product line.

## Benefits of the Gold Tier Program

Gold offers significant additional benefits above the Silver level, including:

- Exposure within Sage Software communications.
- Additional visibility and promotion in the online Solutions Marketplace.
- Use of the Gold-level Development Partner logo.
- Participation in joint Webcasts.
- Participation in customer case studies.
- Advanced previews of Sage product roadmaps and technology strategy.
- Eligibility for Product of the Year and Programmer of the Year awards.
- Additional free support cases.
- A named partner manager within Sage.
- Special invitations and access to exhibit at Sage Business Partner Forums.
- Greater confidence from Sage business partners and customers.

## General Requirements

1. Partner must sign the Development Partner Contract along with the Gold addendum and pay any associated fees.
2. Partner must agree to abide by all Gold requirements for all the product lines that partner is authorized for.
3. Provide five business references:
  - a. If partner sells through the channel, these references must be Sage business partners.
  - b. Otherwise, references must be businesses (non-customers) that are familiar with partner businesses practices.

4. Provide 10 current customer references.
5. Maintain high levels of customer satisfaction:
  - a. Customer and business partner complaints will be investigated by Sage.
  - b. Three unresolved complaints in a 12-month period may be grounds for termination of Gold status.
6. Partner must certify at least one solution within 180 days of joining the Gold program and maintain at least one solution certification to remain at the Gold status (where certification is available). Desired: All solutions are certified.
7. Partner will make reasonable efforts to work with other Sage development partners to facilitate integration of their products when requested by customers and business partners.
8. Partner will provide to Sage a list of primary contacts for main functions: sales, support escalation, marketing, and finance.
9. Upon request, partner will provide a list of customers using the partner application to Sage.
10. Payment of the Gold-level program fees (after attaining Silver-level status):
  - a. Category 1 – Peachtree by Sage, Simply Accounting by Sage, Sage BusinessVision, Sage BusinessWorks Accounting, ACT! by Sage, Millennium, Sage Fundraising 50, Sage MIP Fund Accounting, Sage PFW ERP: \$450.
  - b. Category 2 – Sage MAS 90 and Sage MAS 200 ERP, Sage MAS 500 ERP, Sage Accpac ERP, Sage Pro ERP, Sage SalesLogix, SageCRM: \$1,000.

Note: the above fees are for the first year only and annual fees do also apply.

## **Required Disclosures to Customers and Business Partners**

1. Escrow of source code. Partner will publish their policy on the availability of source code escrow. Desired: Partner will agree to put source code in escrow when requested by customer, on mutually agreeable commercial terms.
2. Platform compatibility. If partner does not support all platforms currently supported by Sage, partner will publish their own compatibility matrix indicating which configurations they support. Desired: Partner solution is compatible with all platforms that the associated Sage product supports.
3. Product upgrades. Partner will publish their policy with regard to upgrading their solution to be compatible with new releases of the Sage product. Desired: Partner specifies a specific timeframe based on the Sage release date or from the date of the first customer request. Policy may vary on a solution-by-solution basis and may be different for packaged product and custom solutions.
4. Return policy. Partner will publish their return policy. Certain product lines may have specific policies that are required for eligibility for marketing benefits, including inclusion in their Web stores. Desired: Partner's return policy will be at least as liberal as the Sage policy of the associated product line.

5. Support policy. Partner will publish their support policy, including contact information (support phone number, e-mail address, etc.), days and hours of operation, and typical response time for customers inside and outside of North America.

## Product Version UpUpdates

1. Partner will make commercially reasonable efforts to upgrade their solutions in a timely manner to be compatible with new releases of the Sage product upon customer request. In all cases partner will publish their policy with regard to the timing of product upgrades. Certain product lines may have specific timeframes that are required for Gold status and/or for eligibility for marketing benefits, including inclusion in their Web stores:
  - a. Peachtree by Sage – 60 days
  - b. ACT! by Sage – 60 days
2. Partner will make commercially reasonable efforts to upgrade their solutions in a timely manner to be compatible with monthly updates and service packs of the Sage product upon customer request. In all cases, partner will publish their policy with regard to the timing of these upgrades, which may not exceed 90 days from the release of the Sage product.
3. Partner must have a methodology in place to distribute program fixes to their product on a regular and timely basis.

## Product Support

1. Partner will provide technical support to customers in a manner that is consistent with current industry norms. At a minimum:
  - a. Support must be available for at least a portion of all customers' business day to respond to emergency situations.
  - b. All support calls must be responded to within 24 hours.
  - c. A pattern of customer complaints or dissatisfaction with support quality, timeliness, or availability may be grounds for termination of Gold status.
2. If partner is located outside of North America, or is located in NA but markets their products to customers outside of NA, partner must have a documented plan for providing these customers with satisfactory support.
3. Partner will designate a point person for Sage when handling escalated support cases.
4. Partner will provide defect support and phone support for all versions (at a minimum) currently supported in that fashion by Sage.
5. In the event of a dispute, partner agrees to Sage arbitration between partner, business partner, and customer.
6. Partner must actively participate with Sage and the business partner on resolving product and customer related issues.

