

claromentis

# Partner Programme

Be part of something amazing

# Brief Overview

## Be part of something amazing

Becoming a Claromentis partner means becoming part of an amazing team of passionate, inspirational, and dedicated people. Our partnership program has been well established for over 5 years, with Claromentis partners all over the world from Canada, Australia, and Singapore.

We're committed to helping you succeed and are flexible in our approach to ensure you receive the necessary assistance and support, which are unique to your needs.

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# What do we do?

We are a software development company, with headquarters in the coastal city of Brighton, UK. We build collaborative intranet and digital workplace solutions for companies of absolutely any size and sector, from small non-profits to enterprise corporations. Our customer base ranges from local SMEs to household names such as NHS and Virgin.

For the last 18 years we have been developing our codebase and product offering, whilst acquiring a global customer base of over 500,000 users, situated across multiple industries.

With our in-house development and design teams, we've produced a complete digital workplace that includes our Intranet Platform, with core business, social, and collaborative applications; Learning Platform; Business Process Management Platform; and Project Management Platform. Each of the four quarters of our digital workplace can be used standalone, or integrated seamlessly together. Our API allows for third-party integration with external client systems, ensuring a flexible solution for any business need.

# Why partner with Claromentis?

- 1 We are a leading and trusted intranet and digital workplace provider, with over 18 years of experience behind us, and over 500,000 happy intranet users.
- 2 We have a diverse and global customer base, including household brands like Virgin, public sector services such as NHS, and non-profit organisations like The Guggenheim Museum.
- 3 We provide flexible hosting solutions, where customers can host their intranet either on premise or in the cloud. We use modern Google Compute Engine technology to host our cloud servers.
- 4 Our partner program is well established, tried and trusted, and very flexible. We have amazing partners based around the world, from Canada, to Australia, and Singapore.
- 5 Our intranet and digital workplace platforms are used by a broad portfolio of sectors, including non-profits, financial institutions, healthcare providers, large enterprises, construction companies, IT firms, and recruitment agencies.
- 6 Our software is built to be easily localised, with over 11,000 phrases and commands available for translation to accommodate global languages.
- 7 Each of our four platforms, Intranet; Learning; Business Process; and Projects can be supplied to customers individually or together. They work perfectly on their own, or can be seamlessly integrated to create a complete digital workplace.
- 8 We provide beautifully designed intranets. Clients can build and design their own intranet using our intuitive out-of-the-box apps, or they can have a bespoke system designed for them by our team for an additional charge.
- 9 Our software is safe and secure with multiple layers of security in place, from encrypted code, to IP blocking technology, brute force attack prevention, and everything in between.
- 10 Our in-house development team can build plugins and custom apps to integrate with our core framework. Our rapid prototyping methodology ensures that our features remain relevant and in-line with business needs.

# Becoming an Approved Claromentis partner

We offer three levels of partnership: Approved, Preferred, and Exclusive. All businesses who are interested in becoming a Claromentis partner will be an Approved partner in the first instance, and after a successful year together we can discuss what happens next.

## How the partnership works

Becoming a Claromentis Approved partner allows you to sell our software within your territory for one year. You will be entitled to 50% commission on products, and if you offer first level customer support, you will receive 50% on the recurring support revenues as well.

Our software products are available as perpetual licenses for on-premise installation, or as a SaaS (Software as a Service) license for cloud-based systems, the latter for which are paid by a single monthly fee.

Your agreement covers all current Claromentis products. Currently these are the Intranet, Business Process Management, Learning Management, and Project Management platforms.

## Contracts

We provide complete flexibility; you can choose whether you provide the contractual relationship with the customer, or Claromentis should. Based on the option selected, the invoicing for commissions will differ. So if you hold the contract, we will invoice you for Claromentis commissions; and if Claromentis hold the contract, then you will invoice Claromentis for your commissions.

There can be strong local guidance on who should hold customer contracts; for example in many countries, procurement from a local agent is much easier, or there may be a language

requirement that prohibits Claromentis from entering into the contract. In either case, no money is paid until the customer has paid.

## Technical Support

You may choose to offer first line technical support to the customer. In this case you will also receive 50% of the support revenue.

Note that in cloud systems, we always share the revenue 50:50, after we have deducted the server hosting costs.

## Training and e-form development

In addition to sales and technical support, you also have the option to provide training and e-form creation to your customers. Choosing to provide these services to your customers means you can charge your own rate, and keep all the generated revenue. This service is completely optional and flexible, and if you have the available resources to handle all training needs, then this can be a very rewarding opportunity.

If you decide not to provide these services, but the customer requires them, then Claromentis can provide our own training and e-form development, which can suit businesses that do not have the required resources or time to deliver in-depth training.

Training and e-form creation provided by Claromentis will be charged at our own day rate, and we would retain all associated costs.

## Register Your Opportunities

You should always take care to register any opportunities that you are engaging with. This is because those customers may not have come into contact with Claromentis when they research intranet providers, and we need to know that you are already working with them to avoid us competing, or passing the lead to another partner.

## Sales Assistance

As an Approved partner, we provide you with a dedicated demo system for you to use to explain the software to your leads and customers. We will also provide you with an account manager for assistance with any sales.

We provide loads of resources to help you understand our software, including documentation on typical demo overviews, access to knowledge base articles, user guides, technical information, video training, and a 24\*7 support portal. You will also be signed up to our regular newsletters, which includes details of new releases and the latest Claromentis functionality.

## Annual Agreement

Whatever your level of partnership with us, the Reseller Agreement between our two companies has a fixed period of one year. At the end of each year, the partnership is reviewed and can be extended by mutual consent.



# Next Steps

## Becoming a Preferred Claromentis Partner

When you are officially an Approved Partner, we will communicate with you the revenue goal for you to become a Preferred Partner for your territory. This means that you will receive leads from Claromentis. A Preferred Partner must have already met their initial revenue targets, and are receiving some leads from us in their territory.

## Becoming an Exclusive Claromentis Partner

If exclusivity is available in your territory, we will communicate this opportunity to you if you are an existing Preferred Partner. Becoming an Exclusive Partner means that you are achieving higher revenue goals than those that are defined for your territory, and there is no other active Preferred Partner in that territory.

Upon successful discussions, we would then issue a certificate confirming you as an Exclusive Claromentis Partner. From then on, any leads in your territory would be given exclusively to you.

## Working With Claromentis

We have almost 20 years of experience in building, designing, and deploying digital workplaces for both large and small organisations, across a wide range of industries.

Our extensive experience, coupled with outstanding technical support and custom development, ensures that we meet and surpass all of your diverse needs and expectations. We pride ourselves in our consultative approach; creating a holistic environment which supports your business through continual growth and development.

Working closely with our customers and viewing every organisation as a unique entity sets us apart from the competition. Actively listening to your precise business needs and requirements allows us to deliver exactly the software you need.

REL needed a platform that allowed us to share information and knowledge with all our colleagues in an engaging way securely. Claromentis has provided us with a solution that matches our needs exactly and we are delighted with the uptake from our people and the flexibility of service provided.

- Stephen Gordon, Managing Director

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