

Cisco Authorization Program

Before applying to Collaboration SaaS Authorization program, ALL partners are required to read and agree to the Cloud Services Subscription Resale Program terms and conditions via the Partner Program Enrollment (PPE) Tool at www.cisco.com/go/ppe.

Collaboration SaaS Authorization

This Program Requirements Document (“PRD”) for the Cisco® Collaboration SaaS Authorization Program sets forth the requirements for a Cisco channel partner’s (“Authorization Partner”) participation in the Collaboration SaaS Authorization Program. The program requirements consist of (a) the *Indirect Channel Partner Agreement (“ICPA”), Solution Technology Integrator Agreement and/or Systems Integrator Agreement* or other similar allowing for the purchase of Products and Services (“Agreement”) executed by and between Cisco and Authorization Partner, the terms and conditions of which are incorporated herein by this reference, and (b) the requirements set forth below, and as seen in the [Authorization](#) Program webpage. If there is a conflict between the Program Requirements Document and the Agreement, the terms of the Program Requirements Document shall take precedence. Capitalized terms not otherwise defined in the Cisco Collaboration SaaS Authorization PRD shall have the meanings specified in the Agreement.

Part 1. Program Overview

1.1 Program Goals

The goal of the Cisco Collaboration SaaS Authorization Program is to build programs with prescribed requirements for validation and identification of our Cisco channel partners and to develop the global market opportunity for advanced and emerging technology solutions through qualified Cisco channel partners. Participation in a Cisco Authorization program allows qualified Cisco channel partners to develop competencies in specific advanced or emerging technologies through specialized training and to demonstrate expertise through knowledge validation processes. Qualified Cisco Authorization Partners are recognized on the Cisco Partner Locator, allowing the partners to differentiate themselves from competitors and providing the partner the opportunity to enter into new markets.

The specific goals of the Cisco Collaboration SaaS Authorization Program are to:

- Build program with prescribed requirements for validation and identification of our Cisco channel partners.
- Build a highly focused global channel program that supports the needs of the Cisco Collaboration SaaS Authorization as an advanced technology.
- Provide continuously updated content for partners specifically for Account Managers and Presales Engineers.
- Ensure excellence in customer satisfaction with the Cisco Collaboration SaaS offers.
- Differentiate Cisco Collaboration in the marketplace via its end-to-end meeting solutions of Webex Meetings, Webex Teams and Cloud Connected Devices.

1.2 Cisco Theater Definitions

Cisco Theaters will award Cisco Collaboration SaaS Authorization Partner status individually on a per-country-group basis as defined at: www.cisco.com/web/partners/pr11/pr8/pr51/partners_program_country_grouping_list.html.

In the event the Authorization Partner status is provided in a country group that includes a country within the European Economic Area ("EEA"), Authorization Partner is authorized to provide Cisco Collaboration SaaS Authorization products and services in an EEA country ("Destination Country") where it is not qualified to participate in the program, provided it has either: (a) subcontracted the services function required under this program to another partner qualified in the Destination Country as set forth herein; or (b) made other arrangements to Cisco's reasonable satisfaction, such approval not to be unreasonably withheld or delayed, to provide the services function required under this program in the Destination Country of a quality equivalent to the services provided by a partner qualified in that country to provide such services.

Cisco Theaters are:

- APJ (Asia Pacific, Japan)
- EMEA (Europe, Russia, Middle East, Africa)
- Americas (United States, Canada, Latin America)
- GC (Greater China)

Part 2. Program Requirements

2.1 Business Requirements

Authorization Partner must complete (and thereafter maintain) all requirements set forth herein within the Cisco Collaboration SaaS Authorization Program. Partners are not fully qualified and will not be recognized as Authorization Partners on the Partner Locator until all Authorization program requirements have been met.

The business requirements for participation in the Cisco Collaboration SaaS Authorization Program are:

- 2.1.1 For the duration of Authorization Partner's participation in the Collaboration SaaS Authorization program, Authorization Partner must continue to be an authorized Cisco channel partner with a valid resale agreement.
- 2.1.2 Individuals fulfilling the Authorization job roles must pass all required trainings and evaluations.
- 2.1.3 Authorization Partner will have at least ninety (90) days to comply with any changes in the Collaboration SaaS Authorization Program from the date of notice provided to the partner, which may be provided electronically.
- 2.1.4 Authorization Partner must agree to submit to an annual review to validate its adherence to the Authorization Program requirements set out in Section 2.1.1 through 2.1.3 above if requested by Cisco.

Please Note: Meeting the requirements of the Authorization Program does not count toward certification under the Cisco Worldwide Channel Partner Program. Only participation in *specialization* programs count toward Cisco certification.

2.2 Personnel Role Descriptions and Requirements

This section describes the personnel roles, including functional responsibilities and desired skills that Cisco requires for the successful sale, design, implementation, and operation of Cisco Collaboration SaaS Authorization products. **The roles described below will be considered the Cisco Collaboration SaaS Authorization subject matter experts (SMEs) within the partner's company.**

The personnel requirements identified in the following sections are minimum requirements to qualify for the Cisco Collaboration SaaS Authorization Program. Persons filling roles must reside in the same country in which the Authorization Partner is fulfilling the requirements of the Customer Collaboration SaaS Authorization Program.

Note: If Authorization Partner should lose one of the persons fulfilling the roles below, the Authorization Partner will have 30 days to notify Cisco of the noncompliant contact for said role. Partner should open a case with the [Customer Service Central](#) to report the

role requirement status change. *Failure to do so can result in disqualification as an Authorization partner.* Upon notification, Cisco will allow the partner 90 days to train and assign a new person to fulfill the Authorization role.

The Cisco Collaboration SaaS Authorization Program has two personnel roles. The roles are:

Account Manager (AM)

The Account Manager is responsible for managing the customer relationship, setting customer expectations, and advancing the sales lifecycle. Responsibilities include:

- Uncovering business opportunities and challenges
- Positioning and selling solutions for the Cisco Collaboration SaaS portfolio.
- Preparing responses to requests for proposals (RFPs)
- Engaging with their Cisco Partner Account Manager (PAM) as necessary

Account Manager Role

Requirement:	Format	Cost (USD)	Duration
Collaboration SaaS Authorization Exam (#700-680 CSaaS)	Online Exam	\$80	30 min
Recommended Training:	Format	Cost (USD)	Duration
Collaboration SaaS Authorization Training	E-learning	\$0	3.5 hours
TOTAL		\$80	4 hours

Presales Engineer (SE)

The Presales Engineer is responsible for advancing technology direction and designing comprehensive customer business and technical solutions. Responsibilities include:

- Positioning and selling solutions for the Cisco Collaboration SaaS portfolio.
- Setting customer expectations as to the capabilities of the Collaboration SaaS solutions.
- Developing high-level design, interoperability (if required), and roadmap for customers.
- Using resources to create and present customer proposals.

Presales Engineer Role

Requirement:	Format	Cost (USD)	Duration
Collaboration SaaS Authorization Exam (#700-680 CSaaS)	Online Exam	\$80	30 min
Recommended Training:	Format	Cost (USD)	Duration
Collaboration SaaS Authorization Training	E-learning	\$0	3.5 hours
TOTAL		\$80	4 hours

2.3 Role Training

Required training and exams identified by Cisco for each personnel role under the Cisco Collaboration SaaS Authorization can be found on [Collaboration SaaS Authorization Program](#) webpage. In addition, Cisco will periodically announce new products and/or release new features for the Collaboration SaaS Authorization and Cisco may update recommended or required training from time to time. It is each role holder's responsibility to stay up to date with the content and/or training related to new product announcements and current feature releases.

Part 3. Verification of Authorization Requirements

Verification that the partner meets Authorization program requirements will be evidenced in a Program Requirements Checklist given to the partner at the time of Authorization program invitation. **Authorization partners are not fully qualified or approved and will not be recognized on the Partner Locator until they have met all requirements for the applicable Authorization Program.**

Thereafter, Cisco will re-verify the Authorization Partner's qualifications at least once per year prior to or at the anniversary of the Authorization Partner's qualification/approval date.

Part 4. Changes to the Cisco Collaboration SaaS Authorization Program

Cisco reserves the right to change the requirements for Authorization Partner's continued participation in the Cisco Collaboration SaaS Authorization Program. Any such change will be communicated to Authorization Partner in writing, including by electronic posting. Authorization Partner will have a minimum of ninety (90) days following the date of Cisco's written notice to comply with the new requirements.

Part 5. Terms and Termination of the Cisco Collaboration SaaS Authorization Program

Authorization Partner's participation in the Cisco Collaboration SaaS Authorization Program will begin on the date Authorization Partner's submitted Program Requirements Checklist is approved by Cisco (the "Effective Date").

Authorization Partner status shall commence on the Effective Date and continue thereafter for a period of one (1) year, unless sooner terminated sooner as set forth below. Authorization Partner's participation will continue until the earliest of: (a) the termination or expiration of the Resale Agreement or like document with Cisco; (b) termination by either party for any reason upon at least thirty (30) days' prior written notice to the other; (c) Cisco's termination of the Cisco Collaboration SaaS Authorization Program specifically or the overall Authorization Program, which termination Cisco will communicate to Authorization Partner in writing; or (d) determination by Cisco that Authorization Partner no longer meets the program requirements, which termination Cisco will communicate to Authorization Partner in writing.

Part 6. Ownership and Software Licensing

6.1 Ownership

Except for rights expressly licensed in writing by either party to the other, each party shall retain all right, title, and interest in and to the technology and Confidential Information provided/made available by each party hereunder. Cisco shall retain all right, title, and interest in and to the Authorization Program's name, Cisco logos, trademarks, and trade names. Authorization Partner shall retain all right, title and interest in and to its logos, trademarks, and trade names.

6.2 Software License

Cisco grants to Authorization Partner a nonexclusive and nontransferable license to use the Cisco software specified in the Program Requirements in object code form and related documents (e.g. technical specifications, manuals) (the "Cisco Software") solely for internal demonstration and evaluation purposes for the term of the Program Requirements. Except as may be provided in the Agreement, any Cisco Software received with or for specified products (including any upgrade or updates) may not be distributed/licensed further. EXCEPT AS EXPRESSLY AUTHORIZED UNDER THESE PROGRAM REQUIREMENTS, THE AUTHORIZATION PROGRAM, OR ANY RELATED SUPPORT PROGRAM, AUTHORIZATION PARTNER SHALL NOT (AND SHALL NOT PERMIT A THIRD PARTY TO): COPY, IN WHOLE OR IN PART, CISCO SOFTWARE OR RELATED DOCUMENTS; USE THE CISCO SOFTWARE ON UNAUTHORIZED CISCO EQUIPMENT; MAKE ERROR CORRECTIONS OR OTHERWISE MODIFY THE CISCO SOFTWARE OR DOCUMENTS; DECOMPILE, DECRYPT, REVERSE ENGINEER, DISASSEMBLE, OR OTHERWISE REDUCE ALL OR



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