

Partnership service solutions

Custom-built services for every marketer

No two marketers are exactly alike—and neither are their approaches to achieve success in the partnership channel. That's why each partnership service solution is tailored based on marketer need, to ensure that each client has the support necessary to exceed their partner channel goals and aspirations.

As a client, you can access expert support teams or connect directly to a dedicated Customer Success Manager, depending on service level. Our subject matter experts support client partnerships from initial kickoff through program launch—and beyond. All clients benefit from ongoing thought leadership and innovation, including benchmarking, insight into industry trends, and strategic campaign optimizations.

Our service model is built for you. Easily identify the support you need based on your existing resources and level of subject matter expertise to ensure your partnership marketing success. Whether you plan to retain ownership of day-to-day channel execution, or need strategic guidance and consult or simply need help with it all, we've got you covered. We offer unrivaled service, including the category's only in-housing practice designed to develop your channel expertise and knowledge.

All service levels receive:

Channel performance, reporting & analytics

Comprehensive channel performance reporting and analytics, tailored to client need. Including detailed data mapping, custom reporting and insights.

Platform training & support

Full platform training on all relevant aspects of partner management from a platform perspective.

Technical support & maintenance

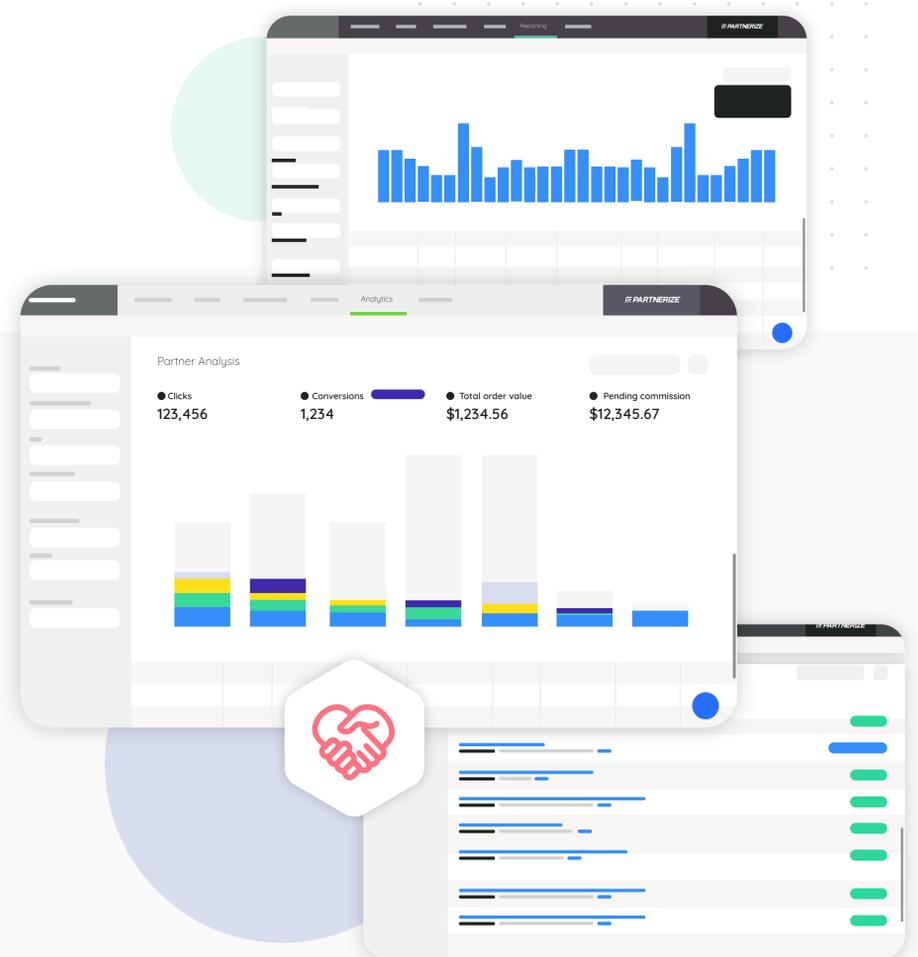
Platform support and technical troubleshooting.

On-demand educational resource center

Knowledge base of user guides, articles, tutorials and more.

Expert support

Global team strategically located across the US, EMEA, Australia, Singapore and Japan.



Service deliverables

	Enhance	Accelerate	Empower	Maximize
Guided launch & onboard experience				
Kick off meeting	●	●	●	●
Program set up	●	●	●	●
Program migration		●		●

Program strategy	Enhance	Accelerate	Empower	Maximize
Annual strategic planning		●	●	●
Program strategy, goal establishment & review		●	●	●
Commission, promotional, partner growth and optimization strategy		●	●	●
Budgeting and forecasting		●		●
Business review		●	●	●

Partner Management	Enhance	Accelerate	Empower	Maximize
Partner review & recommendations		●	●	●
Partner approvals		●		●
Partner recruitment and onboarding		●		●
Partner queries		●		●
Managing promotional calendar		●		●
Partner newsletters		●		●

Operational management	Enhance	Accelerate	Empower	Maximize
Process order validations and corrections		●		●
Creative management		●		●
Manage commissions		●		●
Manage bonuses		●		●

Service level

	Enhance	Accelerate	Empower	Maximize
Reporting				
Performance reports		●	●	●

Account Management	Enhance	Accelerate	Empower	Maximize
Account health resource		●	●	●
Support client goal attainment		●	●	●
Business Review		●	●	●

Platform Support	Enhance	Accelerate	Empower	Maximize
Platform review		●		
Partner management review		●		
In-housing transition support		●		
General support access	●	●	●	●
Terms and conditions enforcement		●		●

Other	Enhance	Accelerate	Empower	Maximize
Platform access & tools	●	●	●	●
On-Demand educational resource center	●	●	●	●
Assigned team		●	●	●
Training	●	●	●	●

*In addition to standard service packages, Partnerize offers the ability to develop a fully custom service solution in support of unique needs for Enterprise clients.