



# COMMVAULT® PARTNER ADVANTAGE



## ▶ Service Provider

PROGRAM GUIDE

JULY 2015





COMMVAULT  
PARTNER  
ADVANTAGE

## ▶ INTRODUCTION

To participate in the Commvault Service Provider Program, a partner must have or enter into a valid agreement with Commvault or with a Commvault Aggregator partner ("Agreement").\* Service Providers must meet program pre-requisites as set forth herein and in the Agreement. Benefits and requirements vary by membership level and Program compliance will be reviewed at the discretion of Commvault and Commvault Aggregators. This Guide is effective as of April 2015 and replaces any previous Commvault Service Provider Program Guides. Commvault may update or revise this Guide from time to time in its sole discretion and will publish new versions on its partner portal and provide notice of the release of any update via email or on the partner portal.

In addition to meeting Program requirements, Commvault requires its partners to practice professional integrity in the marketplace and utilize ethical business practices. Service Provider shall not undertake any action or activity that is in violation of the U.S. Foreign Corrupt Practices Act, U.K. Bribery Act and other applicable laws; and that, except for minor social courtesies and recognized legitimate business expenses, openly paid and fully documented in records of account, Service Provider shall not, on behalf of Commvault or otherwise in connection with the Agreement, make any direct or indirect disbursements of money, goods, or services to or for any government officials or employees or any other person or entity to influence a decision to approve any transaction with Commvault or grant any other favorable treatment to or in respect of Commvault or to purchase any products or services from Commvault. Commvault may require Service Providers to adhere to other guidelines which will be made available on the partner portal.



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## ▶ PROGRAM QUALIFICATION CRITERIA

The Commvault Service Provider Program was created for service providers offering hosted IT services to end user customers. A partner that provides subscription or web services to third parties may be considered a service provider in this Program, including Internet Service Providers, Cloud Storage Providers, Managed Service Providers, Disaster Recovery Service Providers, Co-location and Dedicated Hosting Providers, and Application Service Providers. Hosted IT services include web services, file, email, database, application, DR, and other managed services. This program is not available to end user customers. This Program does not include or authorize the resale of Commvault software to third parties and Service Provider shall not accrue any benefits hereunder related to any third party sale or resale outside the terms of its Agreement.

## PROGRAM PRE-REQUISITES

Following are the pre-requisites for the Service Provider Program:

- 1 Complete an application to become a Service Provider and be qualified and accepted by Commvault or a Commvault Aggregator.
- 2 Execute an Agreement with Commvault or a Commvault Aggregator Partner. If agreement is through an Aggregator Partner, Service Provider must also execute a non-disclosure agreement with Commvault in order to access program benefits outlined herein.
- 3 Meet minimum requirements based upon Program levels as outlined in this Guide.

\* THIS GUIDE IS NOT APPLICABLE TO AGGREGATOR PARTNER WITH AN AGREEMENT PRIOR TO JULY 1, 2015.

## ▶ SERVICE PROVIDER PROGRAM REQUIREMENTS

The Commvault Service Provider Program has five membership levels: Registered, Authorized, Silver, Gold and Platinum. Service Provider Program Requirements\*\*\*\* are set forth in the table below.

PROGRAM REQUIREMENTS	REGISTERED*	AUTHORIZED	SILVER	GOLD	PLATINUM
Program Monthly Minimum	NA	\$2,000 to \$9,999	\$10,000 to \$24,999	\$25,000 to \$49,999	\$50,000+
Completed Service Provider Application	Yes	Yes	Yes	Yes	Yes
Executed Agreement	Yes	Yes	Yes	Yes	Yes
Commvault Certified Professional	1	2	3	4	6
Commvault Service Provider Sales Specialist	1	1	2	4	6
Lab Capability	NA	NA	Preferred	Mandatory	Mandatory
Business Review	NA	NA	NA	Quarterly	Quarterly
Program Champion at Service Provider	NA	NA	Mandatory	Mandatory	Mandatory
Case Studies	NA	NA	1 Annually Upon Request	1 Annually Upon Request	2 Annually Upon Request

\*\*\*\* For non-USD currencies, Program benefits are calculated in USD. USD amounts payable will be converted to local currency based on the wholesale midpoint rate published by Bloomberg at 0900 GMT on 1 January of the year in question.

\* Registered level is only available through Commvault Aggregator Partners.

In order to earn benefits, Service Provider must average the full monthly minimum for each quarter per the applicable Program level. For example, a Service Provider at Silver level (monthly minimum of \$10,000 or more) must pay at least \$30,000 USD quarterly in order to meet minimums for that level.

## DEFINITIONS

TERMINOLOGY	DEFINITION
<b>Aggregator Partner</b>	An Aggregator Partner is a partner that resells Commvault subscription licensing and aggregates usage across multiple service providers and submits to Commvault. The Aggregator Partner also assists in Program administration with Commvault.
<b>Service Provider</b>	A Service Provider is a partner that provides subscription or web services to third parties, including Internet Service Providers, Cloud Storage Providers, Managed Service Providers, Disaster Recovery Service Providers, Co-location and Dedicated Hosting Providers, and Application Service Providers. Hosted IT services include web services, file, email, database, application, DR, and other managed services.
<b>Service Provider Application</b>	Service Provider will complete a registration process (application) in order to access tools such as portal access and, if Service Provider is through an Aggregator Partner, Service Provider must execute a Commvault non-disclosure agreement prior to portal access. See <a href="https://partners.commvault.com/English/register_email.aspx">https://partners.commvault.com/English/register_email.aspx</a> .
<b>Executed Agreement</b>	Service Provider will execute an agreement with Commvault or Commvault Aggregator Partner.
<b>Monthly Reporting and Billing</b>	Service Provider shall be charged for each offering based on the largest last full backup as shown on each monthly usage report at the full capacity or client count of Commvault software utilized monthly regardless of the actual date of usage during the month and regardless of partial unit usage or the Monthly Minimum Program fee, whichever is higher. Service Provider will be invoiced for the monthly minimum fee regardless of whether the monthly report has been timely filed. On a monthly basis, Service Provider must report to Commvault (or Aggregator Partner) software usage data including the details of each Commvault Product used with capacity and client counts detailed by the Metrics Reports for each CommCell® in the environment. Reporting shall be monthly and billing shall be based upon agreement with Commvault or Commvault Aggregator Partner. Failure to meet the reporting and payment obligations will result in forfeiture of Program status and benefits and may result in termination of support.
<b>Commvault Certified Professional Certification</b>	Commvault Certified Professional certification validates the technical competencies required to install, configure and administer a CommCell environment. Certification status as a Commvault Certified Professional requires passing two exams: Simpana® Core Fundamentals and Implementation and Maintenance exams. Additional Certification requirements may be added from time to time in Commvault's discretion. The cost of taking certification exams is the responsibility of the Service Provider. Support calls may only be made by Service Provider's employees who have received Certification and certification must be maintained for new product or release versions.
<b>Commvault Service Provider Sales Specialist</b>	Commvault Service Provider Sales Specialist accreditation enables the Service Provider to identify, position and sell Commvault offerings.

TERMINOLOGY	DEFINITION
<b>Lab Capability/ NFR Software</b>	Commvault may require Service Provider to setup a lab environment for testing upgrades and new product capabilities prior to implementation in a production environment. Service Providers with lab capabilities and Authorized or higher program level will have access to up to two (2) copies of Commvault Not for Resale (NFR) software.
<b>Business Review</b>	Business Reviews shall be jointly conducted on a quarterly basis for Gold and Platinum level Service Providers, which may include recent quarter performance, sales pipeline, service delivery operations, marketing and enablement activities.
<b>Program Champion</b>	Silver level and above Service Providers shall select a Program Champion who will serve as a single point of contact responsible for collecting and disseminating information as well as coordinating activities related to the Program.
<b>Case Studies</b>	Service Provider shall complete customer case studies based on Program level requirements.

## MONTHLY REPORTING AND BILLING

Following are the details related to monthly usage of the Simpana® software:

- Registered partners have no monthly minimum commitment, but must procure software through a Commvault Aggregator Partner.
- Service Provider will be charged for each offering based on the (i) largest last full back up as shown on each monthly usage report at the full capacity or client count of Commvault Software utilized monthly regardless of the actual date of usage during the month (and regardless of partial unit usage).
- Service Provider is required to report Commvault Software usage data to Commvault or Commvault Aggregator Partner within 30 days of the executed Agreement with Commvault or Commvault Aggregator Partner. This data shall include the details of each Commvault product used with capacity and client counts detailed by the Metrics Reports for each CommCell® in the environment. The Service Provider must configure metrics reporting within 30 days of the effective date of the executed Agreement with Commvault or Commvault Aggregator Partner, see:
  - **Metrics Reports**  
[http://documentation.commvault.com/commvault/release\\_10\\_0\\_0/books\\_online\\_1/english\\_us/features/reports/metrics/metrics\\_reporting.htm](http://documentation.commvault.com/commvault/release_10_0_0/books_online_1/english_us/features/reports/metrics/metrics_reporting.htm)
  - **License Summary Report**  
[http://documentation.commvault.com/commvault/release\\_10\\_0\\_0/books\\_online\\_1/english\\_us/features/reports/types/license\\_summary.htm](http://documentation.commvault.com/commvault/release_10_0_0/books_online_1/english_us/features/reports/types/license_summary.htm)
- Service Providers are required to submit usage reports monthly

to Commvault or Commvault Aggregator Partner.

- Commvault or Commvault Aggregator Partner will submit a consolidated Royalty Report to the Service Provider that details the usage of each product. This Royalty Report must be signed by Service Provider or Aggregator Partner and must be submitted to Commvault by the 7th day following the end of the quarter or month, depending upon the billing period in the Agreement. The Royalty Report shall act as a final and binding purchase order and shall contain language to that effect, in accordance with the Agreement.
- Billing shall be monthly or quarterly in arrears depending upon the billing period in the Agreement.
- Failure to meet the reporting and payment obligations may result in termination of support, Program benefits, as well as termination of access to partner portal.

## COMMVault CERTIFIED PROFESSIONAL

Commvault Certified Professional Certifications validate the technical competencies required to install, configure and administer a CommCell® environment. Service Providers are required to meet the certification guidelines as outlined below.

PROGRAM REQUIREMENTS	REGISTERED*	AUTHORIZED	SILVER	GOLD	PLATINUM
Commvault Certified Professional	1	2	3	4	6

\* Registered level is only available through Aggregator Partners.

The certifications prove professional level skill set in the following areas:

- **CommCell Administration**  
user and group security, configuring administrative tasks, conducting data protection and recovery operations, and CommCell monitoring.
- **Storage Administration**  
deduplication configuration, disk library settings, tape library settings, media management handling, and snapshot administration.
- **CommCell Implementation**  
CommServe® server design, MediaAgent design and placement, indexing settings, client and agent deployment, and CommCell maintenance.



Certification status as a Commvault Certified Professional currently requires passing the following exams:

1. Simpana® Core Fundamentals
2. Simpana® Implementation and Maintenance.

Additional certification requirements may be added by Commvault from time to time at its discretion. The cost of taking these exams is the responsibility of the Service Provider.

## COMMVULT SERVICE PROVIDER SALES SPECIALIST

Service Providers are required to maintain the requisite number of Commvault Accredited Sales Specialists based on the appropriate Program level as set forth below.

PROGRAM REQUIREMENTS	REGISTERED*	AUTHORIZED	SILVER	GOLD	PLATINUM
Commvault Service Provider Sales Specialist	NA	1	2	4	6

\* Registered level is only available through Aggregator Partners.

Commvault Sales Specialist accreditation enables Service Providers to effectively identify, position and sell Commvault-powered service offerings. The scope of Commvault Sales Specialist accreditation may include Commvault value proposition and business challenges that Commvault solves, ideal target audience for positioning Commvault-powered offerings, common questions that end-user customers may ask, and challenges presented by the competitive landscape.

Following is the information related to the enablement required for Commvault Service Provider Sales Specialists:

- **Target Audience**            Service Provider Sales Specialists
- **Length of Enablement**    1.5 to 2hrs
- **Mode of Delivery**            WebEx or Onsite

How to access the Sales Accreditation:

<https://partners.commvault.com/saml/ssoservice.aspx?target=csod&retUrl=LMS%2fLoDetails%2fLoDetails.aspx%3floid%3dd2f16647-b763-449e-a23f-18a0d5f37ab2>

## LAB CAPABILITY / NFR SOFTWARE

Commvault may require Service Provider to setup a lab environment for testing upgrades and new product capabilities, if and when available, prior to implementation in a production environment. Service Providers with lab capabilities and at Authorized level or higher will have access to up to two (2) copies of Commvault Not for Resale (NFR) software upon request. NFR software is not for use in production environments and improper use may result in Agreement and Program participation termination. Service Provider will be required to provide Commvault with a valid IP address for the test environment prior to a license being issued. Service Provider Partners that are also CASP partners have their NFR software governed under the terms of the CASP program.


## BUSINESS REVIEW

Business Reviews shall be jointly conducted on a quarterly basis (“Quarterly Business Review”) by Commvault or Commvault Aggregator and Service Providers at Gold and higher Program levels. During a Quarterly Business Review, Service Provider and Commvault and/or Commvault Aggregator account teams will review and discuss the go-to-market activities including but not limited to:

- Most recent Quarter Performance — highlights and lowlights
- Current pipeline/forecast, jointly driven opportunities and opportunity trends
- Marketing campaigns and activities
- Service Delivery Operations (Commvault Technical Support) review
- Enablement activities
- Next steps and action items

## PROGRAM CHAMPION

Silver and above level Service Providers shall select a “Program Champion” who will serve as a single point of contact responsible for collecting and disseminating information as well as coordinating activities related to the Service Provider Program. The Program Champion shall have the authority to make financial, personnel and scheduling decisions on behalf of the Service Provider.



The Service Provider Program Champion will enable Commvault and/or Commvault Aggregator Partner to work with the Service Provider to collaborate effectively to:

- Monitor and manage progress of sales and technical enablement and the appropriate certification/accreditation requirements
- Enable successful delivery of Service Provider Assessments (“Assessments”) and facilitating the related service delivery activities including (but not limited to):
  - Assessment engagement scheduling
  - Onsite interviews
  - System access related to the Commvault platform and underlying infrastructure
  - Scheduling of meetings
  - Follow-up and tracking the activities recommended for execution as part of the Assessment scope
- Execute marketing activities pursuant to the mutually agreed upon marketing plan
- Accelerate the progress and completion of various milestones pursuant to the mutually agreed upon business plan during QBR discussions

As part of Agreement execution, Service Provider will designate the Program Champion by filling out, signing and returning the “Appendix – B” document.

## CASE STUDIES

Service Provider will make best efforts to complete customer case studies or video testimonials per Service Provider Program requirements working mutually with Commvault or Commvault Aggregator Partner marketing team. Commvault or Commvault Aggregator Partner will provide a case study template on the Partner Portal for Service Provider to complete and submit for final approval. Commvault or Commvault Aggregator Partner may provide resources to assist with the case study or video testimonial if required.

## ▶ SERVICE PROVIDER PROGRAM BENEFITS±

Service Provider Program Benefits are set forth in the tables below.

Following is the summary of Commvault Service Provider Program Benefit per Membership Level++ (availability per level is not a guarantee that a particular benefit will be provided):

PROGRAM REQUIREMENTS	REGISTERED*	AUTHORIZED	SILVER	GOLD	PLATINUM
Partner Portal	•	•	•	•	•
Maintenance Advantage	•	•	•	•	•
Online Enablement	•	•	•	•	•
NFR Licenses		•	•	•	•
Marketing Collateral for Co-branding		•	•	•	•
Service Provider Assessments			•	•	•
Listing on Commvault Website			•	•	•
Discounted Professional Services			•	•	•
Market Development Funds ‡			•	•	•
Advanced Enablement				•	•
Partner Council				•	•
Product Launch				•	•
Access to Product Management					•

± Aggregator partners will have access to all benefits except any benefits dependent upon having Commvault offerings in service in accordance with the Aggregator Agreement.

++ For non-USD currencies, Program benefits are calculated in USD

\* Registered level is only available through Commvault Aggregator partners.

‡ Market Development Funds (MDF) begin to accrue six (6) months after Service Provider has met monthly minimum commitments.

## DEFINITIONS

TERMINOLOGY	DEFINITION
<b>Partner Portal</b>	Commvault Partner Portal for Service Providers contains sales and technical tools and documents for effectively selling and delivering Commvault-powered service offerings. The Partner Portal is not available to end user customers.
<b>Maintenance Advantage</b>	Maintenance Advantage is a set of powerful tools to enable Service Providers to better optimize their Commvault deployments.
<b>NFR Licenses</b>	Service Provider may leverage NFR software for product training, testing and demonstration purposes. Under no circumstances can NFR licenses be used for any other purpose and may not be copied, resold, hosted for distribution or used by or for any third party.
<b>Marketing Collateral for Co-branding</b>	Service Provider may have access to marketing collateral for co-branding based on Program level.
<b>Service Provider Technical Assessments</b>	Based on the Program level, Commvault may provide Assessments to the Service Provider remotely or onsite which may include assessments of current challenges and recommendations for accomplishing the short-term & long-term goals related to selling and delivering Commvault powered offerings. Service Provider Technical Assessments are available to Service Providers running Commvault powered offerings for at least twelve (12) months.
<b>Listing on Website</b>	After Service Provider has offered Commvault powered service offerings in market for at least twelve (12) months, Silver level and higher Service Providers may, as set forth below, provide logo and company description for publication on Commvault's website ( <a href="http://www.commvault.com">http://www.commvault.com</a> ).
<b>Access to Enablement</b>	Service Providers may have access to Commvault enablement assets at no cost based on Program level.
<b>Discounted Professional Services</b>	Service Provider may have access to discounted Commvault Professional Services to enable accelerated roll-out of Commvault solutions based on Program level and requirements.
<b>Market Development Funds (MDF) for Joint Marketing Activities</b>	Market Development Funds (MDF) may be earned by Silver, Gold and Platinum level Service Providers to drive revenue-generating market development activities including pre-approval of MDF funded activities. MDF may only be earned for sales made pursuant to the Agreement and no benefits related to any other resale may be accrued hereunder. MDF is calculated on revenue net to Commvault.
<b>Partner Council</b>	Partner Council is an opportunity for Service Provider to understand market trends, and strategic direction of the Program related to Commvault Products. Invitations to Partner Council are based on Program level and invitation by Commvault.
<b>Product Launch</b>	Based on Program level, Service Providers may be eligible to participate in Commvault Beta testing program (product launch).
<b>Access to Product Management</b>	Service Providers may have access to the Commvault Product Management team to gain insight into Commvault strategic direction, subject to Program and Handbook requirements. Access to Product Management is based on Program level.

## ACCESS TO PARTNER PORTAL

Once a Service Provider has an executed Agreement with Commvault or Commvault Aggregator Partner, Commvault will provide Service Provider access to its Partner Portal containing Sales and Technical tools including but not limited to:

- Data sheets and presentations
- Commvault knowledge base and best practice recommendations
- Technical documentation and guides
- Marketing collateral for co-branding

Note that Service Providers operating through a Commvault Aggregator must execute a Commvault non-disclosure agreement prior to gaining access to the Portal.

## ACCESS TO MAINTENANCE ADVANTAGE

Once a CommCell® ID has been issued to the Service Provider, it will be eligible to access Maintenance Advantage. Maintenance Advantage is a set of powerful tools to enable Service Providers to better optimize their Commvault deployments and is available at the Commvault website link <https://ma.commvault.com/>.

Maintenance Advantage will be available to Service Provider's operation team members and may include:

- Tips and techniques to achieve better performance
- Configuration and deployment guidelines
- Supported hardware and software matrixes
- Technical FAQs
- Interactive troubleshooting guides

Commvault Maintenance Advantage is only available to Services Providers and is generally not available to a Service Provider's end user customers. Service Providers that provide off premises 'services management only' of customer CommCells may assign subaccounts from the managed CommCell® ID to their customers.

Service Provider can request access privileges by sending an email to [support@commvault.com](mailto:support@commvault.com) and by providing Service Provider's CommCell® ID along with contact information. Service Provider will be notified with login and password credential details via email within 3 business days after a request has been submitted.

## NFR LICENSES

Service Providers at Authorized Level and above can request up to two NFR licenses for testing and lab environments. Service Provider will be required to provide an IP address as well a description of the test environment and contact information to Commvault and/or Commvault Aggregator Partner. NFR software is not for use in production environments and improper use may result in Agreement and Program participation termination. Service Provider will be required to provide Commvault with a valid IP address for the test environment prior to a license being issued.

## MARKETING COLLATERAL FOR CO-BRANDING

Service Provider will have access to marketing collateral and co-branding logos through the Partner Portal. As part of the Program, Service Providers can promote their partnership with Commvault by displaying the appropriate Commvault partner logo on their web sites, in advertisements, customer communications and other marketing materials. Logos and usage guidelines for co-branding can be found on the Partner Portal.

Note that Service Providers operating through a Commvault Aggregator Partner must execute a Commvault non-disclosure agreement prior to access being granted to the portal.

## SERVICE PROVIDER TECHNICAL ASSESSMENTS

Service Providers at Silver level and above will have access to annual service provider technical assessments as outlined below without charge by Commvault after an initial twelve (12) months of participation in the program and/or running Commvault powered offerings for at least twelve (12) months.

PROGRAM BENEFIT	REGISTERED*	AUTHORIZED	SILVER	GOLD	PLATINUM
Service Provider Technical Assessment	NA	NA	1 remote	1 onsite	2 onsite

\*Registered level is only available through Aggregator Partners.

## REMOTE ASSESSMENTS

The Remote Technical Assessment will focus on one of the following areas:

- **Value**  
evaluate Service Provider's current Simpana® software usage and show additional features/functionality that the Service Provider can utilize within their current licensing structure
- **Wellness**  
technically focused evaluation of the current Simpana software environment using Commvault's best practices
- **Product offerings**  
business workshop where Commvault and Service Provider evaluate the Service Provider's current offering and roadmap the future offerings

The typical length of the Assessment is up to 4 hours over a WebEx.

Commvault delivery approach for Assessments may include:

- Interviews of the key personnel including (but not limited to):
  - Product Management leader and Product Management team members
  - Technology leaders and administrators
- Activate Cloud Metrics Reports Health option on CommServe® which will send diagnostic data to Commvault for analysis

## ONSITE TECHNICAL ASSESSMENTS

The Onsite Technical Assessment articulates technical best practices and requirements based on Service Provider's business direction including focus on:

- Current challenges with the Service Provider's existing Commvault environment
- Recommendations for accomplishing the short-term and long-term goals required to maximize the potential of Commvault powered data protection and information management offerings

The typical length of the Assessment is up to 1-2 weeks.

Commvault's delivery approach for Assessments may include:

- Interviews of the key personnel including (but not limited to):
  - Product Management leader and Product Management team members
  - Technology leaders and administrators
- Activate Cloud Metrics Reports Health option on CommServe® which will send diagnostic data to Commvault for analysis
- The Technical Assessment presentation will be prepared and presented by Commvault to the Service Provider executive audience.



## LISTING ON COMMVault WEBSITE

After Service Provider has offered Commvault powered service offerings in market for at least twelve (12) months, eligible Service Providers may provide logo and company description for publication on Commvault's website. In order to be considered for listing, Service Provider will provide the following:

- Status as Silver level partner or above with at least 12 months' performance with Commvault or Commvault Aggregator Partner
- Logo provided in .jpg format
- Company description of Commvault powered offerings for link from website

At Commvault's discretion, partners at Authorized level may be included on website listing.

## ENABLEMENT ASSETS

Service Providers will have access to the following enablement assets:

### COMMVault ONLINE EDUCATION SERVICES COURSEWARE

Commvault online Customer Education courseware is available to Service Provider delivery and operations team members at no cost upon execution of a valid Agreement with Commvault or Commvault Aggregator Partner. Service Providers request access to the complete range of online training material and assets at the following link: <https://ea.commvault.com/catalog/course?group=601>

The total number of individuals eligible for access to online enablement is equal to the required number of Commvault Certified Professionals as set forth below:

ONLINE TRAINING	REGISTERED*	AUTHORIZED	SILVER	GOLD	PLATINUM
# of Seats per Year	1	2	3	4	6

\* Registered level is only available through Aggregator Partners.

Note that Service Providers operating through a Commvault Aggregator Partner must execute a Commvault non-disclosure agreement prior to access being granted to the partner portal.

## COMMVAULT SUPPORT-LED ON BOARDING AND VITALITY (“VITALITY”) TRAINING

Commvault Vitality Training is available to Silver level Service Providers and above. As of April 2015, Vitality training is available at the following locations:

- Commvault corporate headquarters in Tinton Falls, NJ, USA
- Commvault EMEA headquarters in Reading, UK
- Commvault ANZ headquarters in Sydney, Australia

Vitality Training is available to Service Provider’s delivery and operations team members subject to availability and Program requirements. The training includes access to courseware and knowledge assets with topics including the following:

- Technical discussions that will go deeper into troubleshooting a variety of Commvault Simpana® technologies
- Commvault Support best practices and standard operating procedures through discussions, labs and hands-on modules
- Best practices through presentations, roundtable discussions and hands-on/live scenarios

The total number of individuals eligible to attend Vitality Training is set forth below:

VITALITY TRAINING	REGISTERED*	AUTHORIZED	SILVER	GOLD	PLATINUM
# of Seats per Year	0	0	3	4	6

\* At Commvault’s discretion, partners at Authorized level may attend Vitality Training.

## COMMVAULT ADVANCED ENABLEMENT

Advanced Enablement options include end-user customer facing courses (including instructor-led classroom and virtual instructor-led classroom). Gold and Platinum level Service Providers are eligible to audit the end-user customer facing courses on a space available basis. Current courses can be found at <https://ea.Commvault.com/Education>. The total number of individuals eligible for access to the end-user customer facing courses is set forth below:

ADVANCED ENABLEMENT	REGISTERED*	AUTHORIZED	SILVER	GOLD	PLATINUM
# of Classroom Seats	NA	NA	NA	4	6

\* At Commvault’s discretion, partners at Authorized level may attend Vitality Training.

## MARKET DEVELOPMENT FUNDS

Service Providers may accrue Market Development Funds (MDF) based on the Program level, subject to meeting requirements as further outlined below:

MDF FUNDS	REGISTERED	AUTHORIZED	SILVER	GOLD	PLATINUM
\$ per Year	0	0	\$10,000	\$15,000	\$25,000

Commvault Market Development Funds (MDF) may be earned by the Service Provider to support building demand generation for pipeline growth and for jointly driving the revenue-generating market development activities presented in the list below.

Following is a list of activities for which MDF may be used, subject to the approvals process set forth below:

Advertising	Direct mail
Demand generation	Events
Professional Services initiatives	Sales campaigns
Training programs	Sales conference
Tradeshows	Promotional materials
Jointly Funded Heads	Enablement programs

Commvault must pre-approve any activities that would be funded by MDF.

### MDF COMPLIANCE REQUIREMENTS – GENERAL

To be eligible to request MDF dollars under the Commvault Service Provider Program, the Service Provider must execute the Commvault Subscription Agreement or an agreement with a Commvault Aggregator Partner and meet the minimum requirements for Silver, Gold or Platinum level partners. In addition, and in accordance with the Guide, the Service Provider must complete a joint business plan, complete a marketing plan, provide a quarterly forecast, designate in writing a Commvault champion, participate in QBRs and achieve technical certifications and sales accreditations outlined in the Guide.

## MDF COMPLIANCE REQUIREMENTS – BY QUARTER

- By the end of each quarter, the Service Provider must fulfill the following requirements to remain in compliance with the Service Provider Program in order to qualify for MDF
- Complete the joint business plan, marketing plan, and quarterly forecast
- Assign a Program Champion
- Participate in Quarterly Business Reviews
- Provide the quarterly forecast sheet and the joint business plan and marketing plan to the Commvault and/or Commvault Aggregator Account Manager
- Submit the upcoming quarter forecast to Commvault and/or Commvault Aggregator Account Manager
- Achieve current Program level Technical certification and Sales Accreditations
- Set a mutual calendar date for the upcoming quarter QBR
- Service Provider must be hosting Commvault solutions for at least 6 months in production prior to accrual of MDF

## MDF PROGRAM ADMINISTRATION

- The Service Provider must submit a request to Commvault and/or Commvault Aggregator for pre-approval of the specific activity identified prior to requesting MDF (see Appendix E). Once approved, and following completion of the activity, the Service Provider will submit a claim and proof of performance prior to Commvault's approving payment
- All MDF activities must be fully compliant with applicable local, state, federal and international laws
- The Service Provider must submit "proof of performance" with each claim for MDF reimbursement
- The Service Provider must accept reimbursement in the currency used by the Service Provider to transact Commvault business
- Any earned MDF not used will be forfeited 12 months from the start of the quarter in which it was accrued
- MDF may only be accrued for revenue generated pursuant to the Subscription Agreement with Commvault or Commvault Aggregator and may not be accrued against any other revenue generated outside the Agreement
- MDF is accrued based upon net revenue to Commvault

NOTE: Commvault reserves the right to request additional information to validate claims AND may approve or reject any MDF request or claim in its sole discretion. Commvault will issue payment within 30 days of the final approved invoice based on the approval process documented in the Guide.

## DISCOUNTED PROFESSIONAL SERVICES

Following is the summary of Professional Services discounts based on the Program level:

DISCOUNT PS	REGISTERED*	AUTHORIZED	SILVER	GOLD	PLATINUM
% Discount	0%	0%	5%	12%	18%

## PARTNER COUNCIL

The Partner Council is an avenue for eligible Gold and Platinum Service Providers to:

- Understand the evolving Service Provider marketing landscape, trends and emerging opportunities.
- Gain insight on Commvault Service Provider Program strategic direction, go to market and enablement activities.
- Advise on overall Program and end customer experience for continuous improvement of Commvault offerings and Program.

Commvault or Commvault Aggregator Partner may invite Authorized and Silver Program level Service Providers to participate based on the rate of business performance and the level of service innovation by Service Providers with Commvault offerings in Commvault's discretion. Eligible Service Providers will be required to execute a Commvault non-disclosure agreement prior to attending Partner Council and may be subject to other requirements.

## PRODUCT LAUNCH

As part of the Program, Gold and Platinum level Service Providers are eligible to participate in testing Commvault's early release of new product features and software versions including beta software. Access to Commvault Product launches will enable Service Providers to build innovative solutions with a competitive advantage and reduce significantly time to market for Commvault service offerings. Eligible Service Providers will be required to execute a Commvault non-disclosure agreement and may be subject to additional requirements in Commvault's discretion. Commvault Service Provider Account Manager will facilitate the access to Product Launch.

## ACCESS TO PRODUCT MANAGEMENT

Platinum Service Providers may be provided with access to the Commvault Product Management team to gain insight into Commvault product strategic and market direction. Access to Commvault Product Management team will be contingent upon specific requirements of the Service Providers and the availability of Commvault resources. Participating Platinum Service Providers shall be required to execute a Commvault non-disclosure agreement prior to gaining access to Commvault Product discussions and may be subject to additional requirements. Commvault Service Provider Account Manager will facilitate the access to the Commvault Product Management team.

▶ APPENDIX A – SAMPLE ROYALTY REPORT

SAMPLE ROYALTY REPORT – COMMVault SYSTEMS

COMMVault ROYALTY REPORT

Commvault Software Subscription Capacity License Agreement for:  
Ship/Bill to Customer:

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REPORT	APPROVER	SHIPPED VIA	F.O.B.	TERMS
XX/XX/XX		Email	Origin	Net 30

OFFERING:

(INSERT USAGE METRICS)

\_\_\_\_\_XX,XXX Total

\* Reference Commvault/\_\_\_\_\_ Subscription License Agreement dated \_\_\_\_\_, 201X.

THE ROYALTIES AND MAINTENANCE FEES REFLECTED ON THIS ROYALTY REPORT ARE FINAL, NOT SUBJECT TO CHANGE, AND REPRESENT [INSERT SERVICE PROVIDER'S NAME]'S UNCONDITIONAL OBLIGATION TO PAY THE AMOUNTS STATED HEREIN. THE ROYALTY REPORT SHALL SERVE AS A FINAL AND BINDING PURCHASE ORDER. FOR INVOICING PURPOSES PLEASE USE THE FOLLOWING BILLING REFERENCE NUMBER: \_\_\_\_\_

▶ \_\_\_\_\_  
Customer Authorized Signature

▶ \_\_\_\_\_  
Commvault Systems Authorized Signature

▶ **APPENDIX B – PROGRAM CHAMPION DESIGNATION**

Service Provider shall select a Service Provider Program “Champion” who will serve as a single point of contact responsible for collecting and disseminating information as well as coordinating activities related to the Service Provider Program as set forth in the Guide and the Handbook.

Name of Designated Service Provider Program Champion:

\_\_\_\_\_

\_\_\_\_\_

Company Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Name / Title: \_\_\_\_\_

Date: \_\_\_\_\_



## ▶ APPENDIX C – JOINT BUSINESS PLAN GUIDELINES

The Joint Business Plan will have information on how the Service Provider and Commvault plan to “go to market” together including but not limited to:

- The Service Provider’s value proposition to customers
- The mutual areas of focus by Service Provider and Commvault (e.g., service offerings, service focus, business model, industry verticals, jointly driven opportunities)
- Service Provider roadmap for offerings’ launch
- Service Provider’s growth objectives with Commvault powered solutions
- Complying with Program requirements and executing Program components
- Tracking progress of recommendations made within Commvault Assessments
- Marketing initiatives, execution plan and management of progress
- Enablement initiatives, execution plan and management of progress
- Service delivery (Operations) initiatives, execution plan and management of progress
- Key risk-mitigation joint efforts under way (e.g., critical paths or dependencies)

The Joint Business Plan must be sent to Commvault within 60 days after signing the Agreement.

## ▶ APPENDIX D – JOINT CUSTOMER CASE STUDY GUIDELINES

Commvault will work with Service Providers to communicate the joint value proposition through end customer case studies. All case studies need to be approved by Commvault before being posted publicly.

### RECOMMENDED END USER CUSTOMER CRITERIA

- Customer's experience demonstrates value of Service Provider services and underlying Commvault technologies
- End customer has at least 100 employees and/or at least 10 TBs of data under Service Provider management using Commvault software
- Recommended to be in vertical industry of Service Provider focus
- Measurable results from Service Provider services / Commvault technologies, such as capital or operating cost savings, IT time or resourcing savings, employee or IT staff productivity improvements, additional services or business functions made possible, etc.

### APPROVAL PROCESS

- Service Provider must use Commvault provided case study template which will be available from the Service Provider Account Manager
- Service Provider must secure end customer approval of the draft case study before submitting to Commvault and provide end user approval on request
- Service Provider must send the draft case study to Commvault at least 2 weeks before intended publication date
- Commvault will respond within 7 business days with questions or any requested edits
- Commvault must approve all additional changes made to the case study after it has been formally approved by Commvault and prior to being published and/or distributed

### PROMOTION THROUGH SOCIAL MEDIA

- Service Providers are encouraged to join and interact with Commvault through social media pursuant to Commvault's social media guidelines which are available on the Partner Portal
- Commvault may also post published case studies in its social media accounts, as well as cross-promote Service Provider posts

The Service Provider Account Manager will work with the Service Provider in facilitating the development of customer case studies and social media promotions.

▶ **APPENDIX E – MDF REQUEST FORM**

Date:	SP Name:		
SP Address:	City, State, Zip:		
Submitted by:	Phone & Email:		
<b>Compliance Requirements</b>			
Completed Joint Business Plan, Marketing Plan and Quarterly Forecast	YES	NO	Date:
Commvault Champion	YES	NO	Name:
Completed Quarterly Business Review	YES	NO	Date:
Achieved Current Tier Level Certifications	YES	NO	Certified Professionals:
Commvault based offering in place for at least 6 months?	YES	NO	
Activity Type: (Choose One)	Advertising Campaigns Training Programs	Direct Mail Tradeshows Sales Conference	Demand Generation Professional Services Initiatives Promotional Materials
Events			
Activity Description:			
Total Activity Cost:	Requested Reimbursement Amount:		
Attachments: (Quote, earned MDF dashboards, receipts, and so forth)			

\*\*Service Providers should submit this form prior to undertaking a marketing activity planned for use with Commvault MDF reimbursement. Once approved, Service Provider should conduct approved marketing activity and resubmit form with final receipts for reimbursement. MDF may only be accrued on revenue generated under the Service Provider Program through an Agreement in accordance with the Program Guide.

Submitted for reimbursement by:

Approved for reimbursement by:

\_\_\_\_\_  
▶ (Program Champion/Date)

\_\_\_\_\_  
▶ (Commvault MDF Administrator/Date)

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