

# XLScheduler Partner Program



## The road to a success story in Workforce Management

XLScheduler offers WFM solutions which are considerably less expensive than market leaders without forgoing functionality or quality. This is your chance to step on a train that will make you part of a success story! We work **together** with our partners, to make sure they are successful in what they do. We offer competitive, quality products that will make you and your customers happy.

# XLScheduler Partner Program

THE ROAD TO A SUCCESS STORY IN WORKFORCE MANAGEMENT

## Why become an XLScheduler Partner?

You have probably already identified the need for an affordable WFM system for small to medium-sized call centers. We have, for sure, and we are confident that we have the right solution for it.

Working with XLScheduler is a profitable way to grow your business. Not only can you provide your customers with an affordable and user-friendly WFM solution, you can also benefit from our competitive pricing structure, enabling you to earn good margin, win new clients and increase profitability.

XLScheduler will work closely with you to define and implement sales activities to promote XLScheduler's solutions and to help grow your business. We will assist you in communicating the advantages with our systems, and help you close important business deals.

Becoming a partner is a win-win situation. You earn more money and XLScheduler's products reach more end users. We know that working together with committed people like you is the best way to reach our target group.

## Who are we?

XLScheduler is a privately held Swedish company founded in 1994. XLScheduler has developed Workforce Management Systems since 1997. Today, hundreds of call centers in Europe and North America use XLScheduler's WFM system for creating automatic scheduling optimized to meet their individual requirements. XLScheduler offers WFM solutions which are considerably less expensive than market leaders without forgoing functionality or quality.

XLScheduler also offers a time attendance system called xlTimeManager. It is tightly integrated with XLScheduler and can import log times from switch, from external time terminals, or from xlTimeStamp, the web based time clock. The WFM and the time registration systems are easy to use, quick to

implement, and competitive in price.

## Certification procedure

Becoming an XLScheduler Agent requires completing a Agent Certification Program. The certification program will help you become successful in reselling the XLScheduler products. The program is done either during web sessions, or at our premises.

## Partnership levels

There are three levels available in the Partner program: Silver, Gold and Platinum partner, where Platinum is the highest level.

### **Silver Partner**

As a Silver Partner, you get a commission up to 20% depending on sales effort. The Agent earns a 20% commission in sales to new customers not earlier being a prospect for a direct sale, and for additional sales of optional modules to that client. If the Agent is assisting XLScheduler when prospect is handled by XLScheduler, the commission is 5-10% depending on Agent effort. When the Agent is following sales of optional modules to an existing customer of the SUPPLIER, the commission is 10%.

### **Gold Partner**

When the Agent has sold XLScheduler's systems to 5 clients, the Agent is a candidate for becoming a Gold Partner. XLScheduler will take several criteria into account when evaluating whether an Agent should progress to the next level. These criteria include skill and knowledge of the XLScheduler products, size of the 5 won contracts, and the level of assistance needed from XLScheduler in closing sales contracts.

As a Gold Partner, the Agent will have up to 30% commission on the licenses. The Agent earns a 30% commission in sales to new customers not earlier being a prospect for a direct sale, and for additional sales of optional modules to that client. If the Agent is assisting XLScheduler when prospect is handled by XLScheduler, the commission is 15-20% depending on Agent effort. When the Agent is following sales of optional modules to an existing customer of the SUPPLIER, the commission is 20%.

## **Platinum Partner**

When the Agent has sold XLScheduler's systems to 10 clients, the Agent is a candidate for becoming a Platinum Partner. The same criteria taken into consideration during the Gold partner evaluation will be taken into consideration also here. As a Platinum Partner, the Agent shall require little or no assistance from XLScheduler in closing sales contracts.

As a Platinum Partner, the Agent will have up to 40% commission on the licenses. The Agent earns a 40% commission in sales to new customers not earlier being a prospect for a direct sale, and for additional sales of optional modules to that client. If the Agent is assisting XLScheduler when prospect is handled by XLScheduler, the commission is 25-30% depending on Agent effort. When the Agent is following sales of optional modules to an existing customer of the SUPPLIER, the commission is 30%

## **The following is included as a certified XLScheduler Agent:**

- Free test license of XLScheduler & xlTimeManager
- Commission on licenses
- Marketing support (ppt, brochures, documentation)
- Right to use XLScheduler name & logo in marketing
- Joint press release
- Partner listing at XLScheduler website

## **How do I become an XLScheduler Partner?**

Complete the partner registration form at [www.xlscheduler.com/partners](http://www.xlscheduler.com/partners). A representative from our sales division will contact you shortly.