Forcepoint Partner Program Guide Addendum for Accredited Services Partners

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Forcepoint Public

Forcepoint

Forcepoint Partner Program

Accredited Services Partners

For partners wishing to implement, integrate and provide value-added services for Forcepoint products, the Accredited Services Partner Program Guide provides details into the accreditation process, qualification criteria, resources to leverage in order to grow Forcepoint services, business program terms and conditions, and program recognition and rewards.

Why an Accredited Services Partner?

It is our goal for every customer to be delighted with the Forcepoint solutions they have chosen to protect their business, and for the value of these solutions to be fully realized within their operational environment. For this reason, our sales coverage and expansion strategy are founded on the value of the consultative role of partners who integrate services, knowledge and experiences into customers' projects. Forcepoint invites partners with strong services and selling capabilities to participate in our services ecosystem and help drive customer success as an Accredited Services Partner.

In the past, Forcepoint worked with a small number of implementation partners to deliver services through Forcepoint contracts. With the launch of the Accredited Services Partner Program in 2018, Forcepoint has opened the doors to services delivery by any Accredited Services Partner.

Becoming an ASP

Forcepoint Accredited Services Partners are part of a global community of partners committed to selling Forcepoint products. These partners have gone through the effort to become accredited to deliver value-added services and continually deliver best-in-class services engagements.

To ensure our customers realize the full value of their investment, Forcepoint requires that **only Accredited Services Partners deliver solution services**.

Global Community of Strategic Services Partners who are committed to integrate high level services and deep product knowledge into customers' projects.

Accreditation is realized through:

1. Qualification into the program,
2. certification of delivery resources,
3. validation of service-delivery capabilities,
4. and continued confirmation of service-delivery quality
5. with ongoing education.

Qualification

Forcepoint wants services partners to be active go-to-market partners. To qualify, partners must have:

- Financial stability & an outstanding corporate reputation
- Strength, depth and breadth of their selling relationship with Forcepoint
- regional/country coverage
- A favourable competitive environment
- Strength of current and potential customer relationships
- Any special value they can bring in their customer relationships

In addition to go-to-market strength, partners must have:

- Skill and experience in delivering Forcepoint and/or similar security product services
- Breadth of skill across the Forcepoint portfolio
- Services resources with supporting Security Industry Certifications (e.g., CompTIA Security+, CISM, CEH, CISSP, CCSK, GSEC)
- Proactive, method-based approaches to services delivery
- Strong reputation for quality services engagements
- Willingness to ensure the systems engineer certification and delivery capabilities validation of any resource who will deliver services on a Forcepoint solution

To begin the qualification process, partners should contact their assigned Forcepoint Channel Account Manager or the Services Partner team at ASP@forcepoint.com.

Certification of Delivery Resources

It is critical for every person delivering Forcepoint services to have the skills and capabilities to plan, install, configure, deploy and validate the implementation of Forcepoint products. For this reason, it is expected that every partner-delivered services engagement is led by a resource who is Services Professional 3-certified in the Forcepoint solution to be implemented. To prepare for becoming Services Professional 3-certified in a Forcepoint product, the following three steps are required:

- **Services Professional 1**: Complete the free of charge Presales Engineering Certification for the chosen Forcepoint product specialty as a mode of onboarding into the solution area.
- **Services Professional 2**: Complete Forcepoint Administrator training and/or pass the Administrator Certification for the chosen Forcepoint product specialty.
- **Services Professional 3**: Complete the Forcepoint Systems Engineer training and pass the Systems Engineer Certification for the same Forcepoint product specialty.
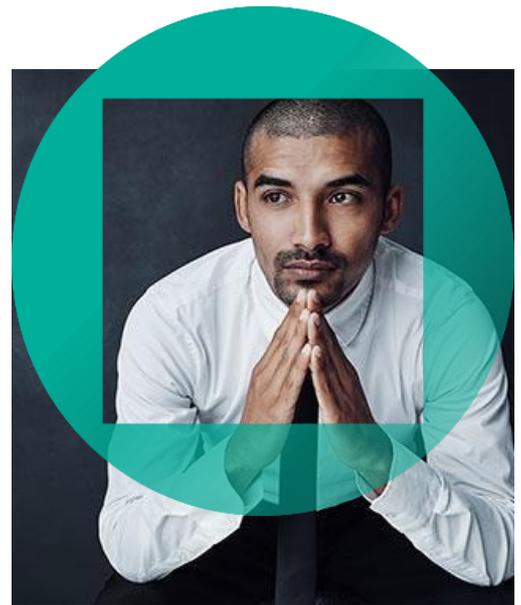
Minimum Certification Requirements
To obtain and maintain ASP accreditation, each partner company must employ at least one certified Services Professional for each Forcepoint product in which the partner provides services. As certifications are held by individuals, if a certified employee leaves an accredited partner's organization, it may impact the accreditation of the partner company.

More information on becoming Services Professional 3-certified can be found in the Services Professional Certification Data Sheet on the Forcepoint Partner portal.

Go to product training

Validation of Services Delivery Capabilities

Classroom training is critical but typically provides skill development in a "best case" experience environment. When implementing Forcepoint products in a client's operational environment, unique challenges may arise that can make or break a customer's success with the product. It's for this reason that we validate a partner's Services Professional-certified resources, to ensure they are ready to deliver services on Forcepoint products.

In this accreditation step, a partner's certified systems engineer will participate in services delivery along with a Forcepoint Professional Services (PS) Technical Consultant, and have their capabilities validated and questions answered. This "services co-delivery" model can take various forms, depending on the needs of the partner and the availability of delivery opportunities. The primary example is below:

- A Forcepoint Professional Services Technical Consultant participates in an on-site or remotely delivered partner-led delivery engagement together with the Services Professional-certified Specialist and the partner Program Manager. In this option, the partner is required to pay standard Forcepoint services rates for the Forcepoint PS resource, as well as any travel and expenses.

Minimum Validation Requirements:
To obtain ASP accreditation, every partner Services Professional-certified individual must have participated in a services co-delivery engagement and had their services capabilities validated.

To participate in a services co-delivery engagement, the partner should contact the services partner team at ASP@forcepoint.com. This team manages the process on behalf of the partner to ensure timely and appropriate engagement participation.

Successful completion of these three steps, with final approval by the Forcepoint channel and services organization, is sufficient for accreditation as a Forcepoint services partner. However, ongoing accreditation as a services partner requires two additional steps: Confirmation of Service Delivery Quality and Continuing Education.

Confirmation of Service Delivery Quality

Forcepoint wants to ensure that services delivered on Forcepoint products result in a fully functioning solution which meets a client's requirements, and in a delighted customer that has adopted Forcepoint products into their IT Security portfolio.

For this reason, every accredited services partner is expected to fully participate in confirmation of service delivery quality activities for their engagements. Their participation is recognized through earning service delivery quality credits.

Credits are earned in four ways:

- Two Quality Credits - At the end of the delivery, the partner obtains from the client their completion of three evaluation questions, including an NPS score rating of the engagement. The credits are earned when the evaluation questionnaire is delivered to the Services Partner Enablement team.
- Two Quality Credits - Through an effective transition to support activity with the Forcepoint Technical Support organization. In this step, the partner provides critical account and installation handoff information to the Forcepoint Technical Services team, so that Forcepoint is better prepared to provide quality support services to the client.
- Four Quality Credits – The client participates in and completes a Quality of Service review, which is completed sixty-days post-delivery and utilized to proactively identify any open client issues with Forcepoint products. The credits are granted when the customer returns the survey to the services partner enablement team or answers survey questions via phone.
- Eight Quality Credits – By creating a reference client for Forcepoint products and the partner's services. The partner can work directly with the client and with Forcepoint marketing to have a named-client reference story that can be used in Forcepoint marketing and customer references. The eight credits are allotted to the partner upon publication of the reference.

Minimum Validation Requirements:
A minimum of 40 "Service Quality" credits must be earned by an Accredited Services Partner each year. In addition, the annual average NPS score for all of a partner services engagement must be 60 or greater.

BENEFIT – Each time a partner earns eight knowledge credits, along with achieving an NPS average score greater than 60, they will receive a "services star" from the Accredited Services Partner program. Starting in FY21, services stars will be shown on the Forcepoint.com "Partner Finder"

Continuing Education

With a continually evolving product portfolio, it is critical that a partner's certified systems engineers stay aware of product, solution or portfolio changes that could impact their ability to successfully deliver services. To maintain ASP accreditation, each of a partner certified services professional must earn 6 services knowledge credits in Forcepoint solutions each year. The credits can be earned through completing training targeted at Forcepoint services consultants (30 min of training = 1 services knowledge credit) such as our "TOI (aka Transfer of Information) Calls". It is important to note that services knowledge credits are earned by the individual, rather than the partner company.

BENEFIT – Partner systems engineers that earn 6 annual services knowledge credits realize the extra benefit of not having to recertify until their speciality systems engineer certification is refreshed.

For more information about opportunities to earn services knowledge credits, partners should contact the services partner enablement team at ASP@forcepoint.com.

Accreditation Requirements Summary

In summary, the minimal requirements to become and remain a Forcepoint Accredited Services Partner are as follows:

1. Employ a minimum of one certified Services Professional for every product in which the partner wishes to provide services
2. Ensure that every partner Services Professional-certified individual has participated in at least one services co-delivery engagement and had their services-delivery capabilities validated.
3. Corporately earn a minimum of 40 "Service Quality" credits each year.
4. Ensure that every partner system engineer-certified individual earns 6 services knowledge credits in Forcepoint solutions each year.
5. Maintenance of an annual average post-delivery NPS score of greater than 60

Support for Services Success

Forcepoint views it critical to provide exceptional support services to partners as they deliver services to customers. Just as employees within the Forcepoint Professional Services Organization are supported by a wide spectrum of subject matter experts (SMEs), we want to ensure that our partners also have access to our SMEs and other support resources. The Accredited Services Partner program has established a complete support ecosystem, including a services community, access to PS Advisors, a dedicated technical support contact number and additional support resources. Together, these elements improve both partner service delivery and customer outcomes.

Services Community
Every certified systems engineer working for an Accredited Services Partner gain exclusive access to the Forcepoint Services Community available on https://support.forcepoint.com. This community provides a way to obtain support and guidance on Forcepoint services topics directly from Forcepoint Professional Services team members, product management and other subject matter experts. It also provides a channel of communication from Forcepoint to the partners.

Technical Support
While the services community will provide guidance and advice on services engagement questions, we recognize that partners also frequently have product technical problems that require support from the Forcepoint Technical Support organization. Every Services Professional-certified individual working for an Accredited Services Partner will gain exclusive access to a "global Tier 1 support by-pass" and will be connected directly to in-region product support specialists. This enhanced level of in-region support is available to the entire ASP partner organization and will help to speed time-to-product issue resolutions for partners on behalf of customers they are supporting.

PS Advisors
In addition to the PS Advisors that provide support in the previously mentioned services community, the Services Partner Program can help to match a systems engineer-certified partner individual to a PS SME, in order to provide an element of support to a partner engagement on an advisory basis. In this case, it would be a 1:1 assignment of a services consultant to the partner certified systems engineer with a direct contact arranged. These types of requests are handled directly via the services partner program, acting as a liaison with the Forcepoint Professional services organization, in order to validate demand and minimize impact to PS billable resources. Depending on the scope of the request, this may become a billable activity for Forcepoint Professional Services.

Benefits as a Forcepoint Services Partner

There are many benefits to becoming a Forcepoint Services Partner, both at the company and individual level.

Services Support & Incentives

- Direct to in-region product support specialists, bypassing global Tier 1 support
- Membership in the Forcepoint Services Partner Community
- Access to a "PS Advisor"

Branding & Marketing

- Promotional use of the services partner badge
- Individual use of the Certified Systems Engineer badge for services specialization
- Promotion on the Forcepoint "Partner Finder" for services specialization

Enablement

- Dedicated Services Partner Enablement team
- Discounted technical training at Forcepoint University
- Access to Forcepoint Services training events
- Subscription to a quarterly "readiness blueprint" detailing all training opportunities each quarter
- Priority training reservations for Forcepoint classes

FAQ

Q: Is there a fee for my company to be a Forcepoint Accredited Services Partner?
A: There is no fee paid to Forcepoint to be an Accredited Services Partner, however, there are fees associated with our technical enablement content.

Q: Am I required to sign any contracts with Forcepoint to be an Accredited Services Partner?
A: Your contractual requirements are as per your channel agreement. However, you must meet the requirements (as defined in this document) to deliver Forcepoint product services.

Q: If I am an Accredited Services Partner, can I deliver services for any Forcepoint product?
A: Accredited services partners are accredited to deliver services for Forcepoint products for which they have certified systems engineers. If a partner desires to deliver services for any Forcepoint product, they need to have at least one certified system engineer for each product.

Q: Our organization has previous experience implementing Forcepoint products. Do we still have to get our services team Services Professiona-Certified?
A: There are options for testing out of the certifications for highly qualified individuals. The exams must still be taken but the course attendance can be waived. For more information about testing-out of certifications and the costs associated, please contact ASP@forcepoint.com.

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About Forcepoint

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Forcepoint is the leading user and data protection cybersecurity company, entrusted to safeguard organisations while driving digital transformation and growth. Forcepoint's attuned solutions adapt in real-time to how people interact with data, providing secure access while enabling employees to create value. Based in Austin, Texas, Forcepoint creates safe, trusted environments for thousands of customers worldwide.