



Partner Programme

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Introduction

CWCS Managed Hosting is the UK's leading hosting specialist, providing a fully comprehensive range of hosting products, solutions and support.

With over **20 years' experience** in the hosting industry, we know what it takes to be a great **managed hosting company**. Our highly trained staff are not only **hosting experts**, they're also committed to delivering a great customer experience and are about what they do.

Our Product Range

Our comprehensive range of products include:

- Cloud Hosting
- Dedicated Servers
- Colocation Hosting
- And more...

Our Support

Support levels are based on specific requirements of the hosting solution provided and the technical expertise of the end user.

Our engineers are **highly qualified** and pride ourselves on the **exceptional support** we provide.

Support Matrix

| Support Level | Who is it for? | What's Included |
|---------------------|---|--|
| Platinum Management | For organisations that run mission critical systems and need a swift response to any issues | All the Features of Gold Management, Plus: Full image backups (retained for 30 days) Custom server monitoring 2 hours system administration time per month |
| Gold Management | For organisations that have little or no server management experience | All the Features of Standard Management, Plus: Full image backups (retained for 7 days) Proactive server monitoring Regular security updates 30 minutes system administration per month |
| Standard Management | Ideal for IT professionals | 24/7/365 support by telephone or ticket system 1 hour Hardware replacement |

Access to our UK based **24/7/365 support line** is included within all our support levels and can resolve most issues without utilising system administration time. However, if a task is likely to exceed allowance, costings and time estimates will be agreed before any work is undertaken.

Why partner with CWCS Managed Hosting?

As a CWCS partner, you will join a group of organisations that understand their customers deserve an exceptional managed hosting service.

We have everything you need to help you and your clients grow. With our fully managed servers, 24/7/365 UK-based supreme support and dedicated technical account managers, you can rest easy knowing that we've taken care of everything.

Is the CWCS Partner Programme for you?

Our Partner Programme is ideal for anyone who has an existing customer base, who's end users are either looking to move their existing **Dedicated Server, Cloud Hosting** or **Colocation** services to a new provider, or require a brand new hosting solution. It is also ideal for Consultants/IT Professionals who propose hosting solutions to customers. It works well for:

- Web Designers and Developers
- Media and Advertising Agencies
- IT Companies
- And more...

*Where the payment schedule for the customer is on a monthly basis, commission payments will be made from the second month into the contract. If the payment schedule for the customer is on a quarterly, semi-annual or annual basis, commission will be paid at the beginning of the contract. Should customer payments for the service cease for any reason, the referral fee will not be applicable. Should the Partner wish to upgrade the specification of the development server, the difference in cost would be chargeable. The latest software version of OS/cPanel has no support for the dev server.

Partner Programme Benefits

Monthly Referral Payments - You'll receive a **10% commission payment**, each month, for the lifetime of your customer's contract.

Free Development Server - We will provide you with a free Linux development server for three months, including **2 vCPU, 1GB RAM, 25GB storage** and **cPanel Solo**. T&C's apply. *

Dedicated Technical Account Manager - You'll have a dedicated **Technical Account Manager (TAM)** who will work alongside you to understand your hosting needs and server configurations. They will be on hand during core hours to assist with customer-impacting issues.

White Labelled Consultancy Service - We will act as a **white-labelled hosting consultant** and help you with any hosting discussions with your clients. So you can relax knowing that your customers are getting advice from the experts.

Branding Support - Use of the **CWCS Partner logo** for your website and marketing literature to co-brand the hosting solutions you offer. Access to all our promotional materials to support your sales needs.

What we will need from you?

We're passionate about forging long term and mutually beneficial relationships with our partners, and ever conscious of maintaining your reputation as well as ours

By ensuring leads are pre-qualified, we can serve your customers more efficiently and provide them a great customer experience.

How to log a lead

You should already have an Account Manager assigned to you. All you need to do is make contact with them and advise of the opportunity. We will then work with you to propose a great solution for your customers.

You will also need to make sure your customers are aware of CWCS's products and solutions, so that we can make the most appropriate match to their needs.

Each lead you refer to us will need:

- Contact name of your customer
- Company name
- Contact telephone number and email
- Technical specification of the solution required
- Prices already agreed in principal between you and your client, with the assistance of your Account Manager.
- Timescale for the solution to be in place



HM Government
G-Cloud
Supplier





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