



Frequently Asked Questions

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General

What is the Ellucian Partner Network?

The Ellucian Partner Network (EPN) is the streamlined and updated Partner Program for all Ellucian Partners, whether they Sell, Service or Build alongside Ellucian. The introduction of the EPN is key to extending Ellucian's leadership position in new markets, growing our open Software as a Service (SaaS) platform with key technologies, and better serving our customers. The EPN focuses on ensuring a consistent engagement model for all partners to follow, improved enablement with a standardized badging system to ensure high quality of delivery, and a simpler partner structure with clearly defined tracks and expectations.

What changes have been made to the Partnership program?

The multiple Partnership Programs (Technology, Reseller, Services) have been simplified and unified under the EPN. The EPN will be the global hub for the governance of the Partner Ecosystem within Ellucian. The EPN is divided into subcomponents known as 'tracks' (Build, Sell, Service, Accelerate). These tracks are an updated and improved version of what was previously in place - 'Technology Partners', 'Resellers Partners' and 'Service Partners'. The Ellucian Partner Network will offer a cohesive experience to the Partner base.

Will the new Partnership program provide additional benefits or requirements?

Yes, the EPN will have a number of benefits that directly align with improved consistency and standards across our global partner ecosystem. We have added a standard badging program, improved visibility of our partners and their skillsets to our marketplace, and additional requirements for integration validation to ensure increased Partner readiness for our customers.

What are the requirements for maintaining Partnership status under the new program?

The EPN is the home of all Ellucian Partners, and the Partnership team is working to closely match each Partner to the right 'track' and tier in the new Program. Clear requirements in terms of enablement, integration status and go to market will inform the position of each Partner in the new Program. Your Account Manager will be able to talk you through these requirements based on your 'track' and tier.

How will the new program enhance collaboration and joint business planning?

The EPN is driven by joint Ellucian and Partner commitments toward collaboration, ensuring customer satisfaction. The EPN will be the global hub for all of our partners, enhancing collaboration with Ellucian and within the Partner Community. Whilst the EPN will have simplified requirements for Partners, a stronger emphasis will be placed on joint business planning, focusing on clear goals, objectives, and Key Performance Indicators, ensuring alignment and accountability.

Will there be any changes to the PRM or other Partner resources?

Ellucian is refreshing the PRM, improving the design, content, and functionality of the tool. Partners will be able to submit leads easily and readily, whilst tracking their status. Partners will also have access to a new 'Contact' tab, giving visibility to the Ellucian staff involved in each shared account. New tools and documentation will be accessible through the PRM, including a personalised Enablement Journey tab, that will provide partners with the steps and requirements needed to be ready to support our customers.

When do the new Partnership Program changes take effect?

The EPN is being announced at eLive 2023. In order to transition our 150+ Partners to the new framework, a transition period of 9 months will commence at eLive. During the transition, the EPN changes will be rolled out progressively, and new contracts will be issued. The Ellucian Partnership Team will ensure ongoing communication with the Partner Community to minimize the impact of the transition period and provide visibility to every Partner. The EPN will go live in January 2024.

Does my Partner Manager or Point of Contact change?

No, your Main Point of Contact (MPC) will remain the same. As part of the broader EPN, every Partner will receive further support by the broader Partnership team, ensuring an improved Partner experience.

What level of support do I have as a partner?

Partners will benefit from continued support from Ellucian's Partnership team, the Customer Success team and from our Technical and Product teams, based on their Partnership type.

Contract

How will the changes affect my existing Partnership agreement?

To Participate in the EPN, each Partner will need to sign a new Partnership Agreement. Your Ellucian representative will contact you with a timeline for when the new contracts will be issued. Until then, your current partnership agreement remains in effect.

I just renewed or I am about to renew my partnership with Ellucian, what does this mean for me?

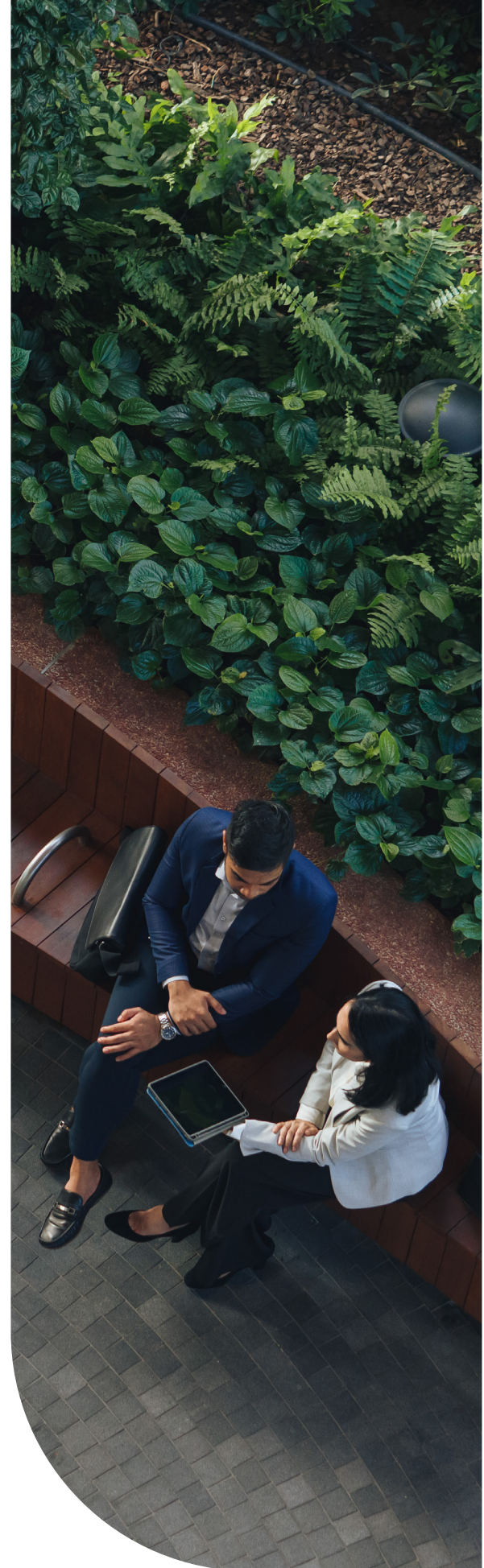
Your fee and renewal terms will be unchanged for 2023, you will work as usual with your account manager to have your renewal processed.

Will I need to renew my Partner Status/Tier annually?

Yes, tiers will be reviewed annually for all partners and their associated 'tracks' (Build, Sell, Service, and Accelerate). This will also be the case for Partner Advanced Solutions that will need to be revalidated annually.

Do we need to update our partnership agreement to sell SaaS?

According to the Partnership Agreement and the product listing, Partners might require amending their agreement to sell Ellucian's SaaS offering. Ellucian will reach out to each Partner to ensure that such amendments are rolled out and that Partners commit to SaaS enablement as part of the new badging model.



Training

What is the purpose of The Partner Academy?

The Partner Academy is designed to provide comprehensive training and resources to Partners, enabling them to effectively sell, service, integrate with and support our products or services. It aims to enhance their product knowledge, sales skills, and overall proficiency as trusted partners. The Partner Academy is open to all Ellucian Partners and provides an engaging, diverse, role-based learning experience. Our expertly selected training provides the learning opportunities necessary for our Partners to build their own success.

How do I access the Partner Academy?

To access the Partner Academy, Partners can log in using their unique credentials to access the PRM or the Ellucian Customer Centre. Click on Partner Training in the PRM or Resource → Training in the Ellucian Customer Centre. Partner can sign up for these credentials [here](#).

What training materials are available on the Academy?

The academy offers a wide range of materials, including interactive courses, presentations, videos, product documentation, solutions sheets, and best practices. These resources are tailored to equip all partners with the knowledge and tools necessary.

How can I track my progress and completion of training modules?

The Partner Academy features a built-in progress tracking system. As you complete training modules, the system automatically records your progress and marks the modules as completed. You can view your training history, check your completion status, and monitor your overall progress within the portal.

Are there any costs associated with using the Channel Partner Training Portal?

The individual course, recorded presentations, learning plans, and documentation are free of cost to partners. In some cases, there may be a fee or subscription cost associated with Instructor Led Training or specific advanced training modules.

How can I get technical support or assistance if I encounter any issues with the portal?

For technical assistance with this site, contact training@ellucian.com.

Are there any new training or certification requirements for Partners?

Yes, Ellucian is working on a new Badging and training program that will enhance learning opportunities for all Partners. This new training content will be complemented by badging requirements for each 'track' and Partnership tier.

Marketing

What kind of marketing and promotional support will be provided to Partners?

Partners, according to their 'track' and tier, will benefit from being listed in the Ellucian Partner Catalog, the use of Ellucian Marks, co-branding opportunities, access to user conferences, features in newsletters, joint campaigns and customer testimonial development, amongst other benefits.

Will I get issued a new Partner Certificate to confirm my status?

Yes, every Partner, upon request, will receive a yearly Partner Certificate that will confirm their status within the EPN program. The Ellucian Partnership Catalogue will also be updated to show the official status of each Partner and Partner Solution within the EPN. Build Partners will receive a Certificate reflecting their Advanced Solution Validation.

Will I need to download a new EPN Badge or Logo to use on my website and collaterals?

Yes, you will be issued a new EPN Badge and Logo that will reflect your new 'track' and tier within the Program. Ellucian Partnering Team will reach out to each Partner and provide guidance and timelines.

Will the new Marketing Development Fund (MDF) calculations be backdated on historical deals?

No, current deals will benefit from the existing MDF program. Partners will be notified of the start of the new MDF program and its guidelines and will only be valid for SaaS deals.

Technology

I am an Ethos Integrated Partner. Will I be automatically recognised as an Advanced Solution?

The focus is shifting from Partners to Partner Solutions'. This means that each Solution will be assessed independently on how it integrates with our ERPs. Only Solutions that pass our validation process, comprising of functional and performance requirements, will be recognised as an Advanced Solution. This change of focus is to ensure that each Advanced Solution is SaaS safe and available for all our customers. Solutions that are awaiting validation, do not meet our validation standards or are not SaaS safe, but they are currently used by our customers, will remain at the 'Affiliate Solution' Tier.

I am a Silver Partner, how and when I can start my Ethos Integration Journey?

All Build Track Partners will be required to follow the Ellucian's Partner Integration Model, in order to align with Ellucian's mission of strengthening its role as the open SaaS platform for the Higher Education industry. Ellucian will prioritise Partner Solutions according to a number of different factors including, but not limited to, the amount of SaaS onboarding customers with a specific Partner Solution, project timelines and milestones, strategic fit of the Solution, and market size of the Solution. Ellucian will work with the Partner to ensure visibility on the timeline and work needed from both parties to achieve a SaaS safe integration that is in line with the Program requirements

What does the Solution Integration Process Look like?

The Ellucian's Partner Integration Model includes the following steps: (1) Integration Kick Off Call (2) Solution Specification (3) Specification Review (4) Initial Meeting with Ellucian Tech Team (5) Environment Provisioning (6) Integration Development (7) Integration Validation and (8) Badging.

On Prem

Is Banner 'On Premise' going to be out of support soon?

One of Ellucian's key strategic pillars for value creation is to accelerate the shift to SaaS, driving more of our Student Information System (SIS) Customers to our SaaS platform through modernization. Our Partners are a key part of this journey, and we expect them to lead with a SaaS first mentality. However, we recognize customer transition timelines to SaaS will vary, and there has been no end of support date announcement for Banner "On Premise".

How will this effect on-prem deals?

On-prem deals will not be the focus of Ellucian's strategy and they will require explicit Ellucian approval to be pursued.

What if SaaS isn't supported in the regions I operate in?

On-prem deals will be available for Partners on an approval basis only in those regions where country regulations prohibit SaaS. Ellucian will work with the Partner and the Customer to ensure that these opportunities are deployed with future SaaS availability in mind.

Requirements

How many of my team need to complete the training requirements?

Each Partner 'track' and tier will have different requirements for training. Each Partner will be notified of the training requirements to be part of the EPN.

Are there any yearly quota targets associated with partner Tiers?

Sell Track Partners will have a yearly quota for SaaS revenues. Revenue generating Build Track Partners with a Referral or Resale addendum will have a yearly quota to maintain their Go to Market (GTM) status.

