

Enterprise Business Solution Partner Program Guideline



Huawei Technologies Co., Ltd.

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1 Program Overview

1.1 Program Introduction

Huawei Enterprise Business Group (EBG) strives to build an open, collaborative, win-win ecosystem to provide best choice for customers. For Huawei Enterprise Business, solution partners are key members of the ecosystem and also critical to the strategy of business driven ICT infrastructure (BDII).

BDII serves as one of Huawei EBG's long-term action guides and strategic principles. Keeping its focus on ICT infrastructure products and solutions, Huawei opens its technological interfaces to solution partners. With its global technological experts and lab resources, Huawei effectively supports solution partners build innovative and valuable business solutions for customers in various industries. Huawei will support solution partners to make these precious business solutions go to market and achieve business success through bringing more value for customers.

1.2 Types of Partners

For now, Huawei Enterprise Business Solution Partner Program (“the Program” hereinafter) is mostly for independent software vendors (ISVs) and independent hardware vendors (IHVs). Huawei will continue to optimize the Program to cover other types of other solution partners.

This program is a part of Huawei's solution partner cooperation agreement. Huawei will update the Program periodically communicate with partners in the websites or email.

1.3 Intended Industry and Technologies

Currently, the following industries and technologies are preferred by EBG for solution partners build solutions based on customer business needs.

Industry	Public Safety
	Banking
	Smart grid
	Railway
	Oil & Gas
	Omni-media
	Manufacturing
	Education
	Healthcare
	Government
	Smart City
	Logistics
	Smart hotel
Technology	IoT
	Cloud DataCenter
	Big Data
	Enterprise Cloud Communication
	Smart Campus
	IP Surveillance
	HPC

Note: Key industries and products vary with regions.

2 Partner Levels, Rights, and Requirements

The Program provides technological, marketing, and sales resources for partners, helping them build and release industry-specific solutions. Partners' rights and requirements vary with their levels. Mostly higher level partners will receive more benefits.

2.1 Partner Levels

Solution partners can advance from tier to tier at any time. After meeting the necessary tier requirements, the solution partners submit the application to Huawei. After approval of Huawei, solution partners enjoy relevant tier benefits. There are three levels: certified, preferred, and advantage.

For details, please contact with Huawei local solution cooperation managers.



2.2 Partner Benefits

Partners' benefits increase with their levels. The following table lists partner benefits specified in the Program.

Type	Benefit	Certified	Preferred	Advantage
Technical support	May supported by Huawei Professionals to design solution		•	Dedicated resources
	Access to Huawei product and solution documents for partners	•	•	
	Access to Huawei Openlab deployed for partners worldwide to conduct testing onsite	•	Have preferred opportunity	
	Access to Huawei Openlab deployed for partners worldwide to conduct testing remotely	•	Have preferred opportunity	
	Access to eSDK Development tool package, technical document	•	•	
	Access to eSDK Beta version	•	•	
	Access to eSDK agent based hotline support	15 cases/year	60 cases/year	
	Access to Developer community support	•	•	

Type	Benefit	Certified	Preferred	Advantage
	eSDK training	Online course; Onsite training: 4 person/year	Online course; Onsite training: 16 person/year	
	Sand box resources (remote development and testing environment)	Shared sandbox; Dedicated sandbox: 40 hours/year	Shared sandbox; Dedicated sandbox: 160 hours/year	
	Remote testing support	4 apps per year	8 apps per year	
Non-resell equipment support	Discount for non-resell Equipment		●	●
Marketing support	Marketing tools on Huawei website	●	●	●
	On line marketing website for partners	Self-managed store	Displayed in front	Dedicated Display zone
	Logo & certification	●	●	●
	News release	●	●	●
	Opportunities to participate the marketing events hosted by Huawei	Participation	Sponsorship	Sponsorship
	Opportunities to Showcase in Huawei Demo Center	Have opportunity	Have preferred opportunity	Have preferred opportunity
	Other support from Huawei in the events to promote the joint solution	Have opportunity	Have preferred opportunity	Have preferred opportunity
Incentive plan	Participate incentive plan to Huawei channel partner selling joint solution	Have opportunity	Have preferred opportunity	Have preferred opportunity
Other strategic resources	Influence on Huawei roadmap, solution architecture			●
	Opportunities to be invited in Huawei executive forum			●
	Dedicated partnership manager			●

Note: Huawei may change its policies to support the solution partners in accordance with the development of and availability of the resources and strategies. The solution partners should comply with relevant rules and requirements.

2.3 Partner Requirements

The following table lists the requirements and fees of partner level applications.

Requirement	Certified	Preferred	Advantage
Legal company	•	•	•
Approval by Huawei investigation on competition	•	•	•
Accept terms and conditions	•	•	•
Leading in branding/Technology/Market		Influence	Top5
Solution	≥ 1 verified solution	≥ 1 competitive, repeatable solution	≥ 1 leading solution
Projects		≥ 1-3 projects cases(based on the complexity of the solution)	≥ 1 region selling successfully
Customer Support		7*24	7*24
Business Plan(including solution roadmap, market size, competitive advantage, marketing & sales plan)		•	•
Dedicated partnership manager			•
Annual fee	\$1000	\$2000	Free

The time period from now to December 31, 2016 is for program promotion. Vendors can participate in this program for free. This policy will be extended automatically until Huawei declared otherwise.

3 Technology Support

3.1 Design Support

Preferred and advantage partners can apply for Huawei's technical expert support when developing business solutions based on Huawei's ICT architectures. Huawei will approve or reject applications based on resource distribution status and service requirements.

3.2 eSDK Development Support

In Huawei's developer community, partners can acquire support services for Huawei products, such as open SDK, tools, remote labs, and training certificates. These services significantly improve solution and product development efficiency, shorten the time to market, and help partners achieve business success.

Support channels are as follows:

- Huawei Developer Center:
<http://devcenter.huawei.com>
- Huawei R&D support hotline:
400-8828-000
- Huawei R&D support mailbox:
esdk@huawei.com
- Huawei developer community - forum:
<http://developer.huawei.csdn.net/m/zone/huawei/bbs>
- Developer community:
<http://developer.huawei.com/cn/ict/>

Huawei Responsibilities

The standard working time is from 9:00 am to 12:00 pm and 13:30 pm to 17:30 pm, Beijing time, Monday to Friday (legal holidays excluded). Huawei uses the Developer Community, hotline, and email for partner support.

During non-working hours, partners can visit the Huawei Developer Center (<http://devcenter.huawei.com/>) and submit worksheets. Huawei engineers will reply and process worksheets as soon as they return to the office.

Worksheet response times vary with issue severities. Partners outside China may need to wait a little longer than partners located in China.

Partner Responsibilities

Partners must submit worksheets based on issue severities before they can receive technology support from Huawei.

The following services are not included in Huawei's development support.

- Post-Sales services for Huawei ICT products
- Customization and migration of Huawei ICT products, as well as labor support in product installation
- Installation support for software, hardware, and third-party tools that require authorization
- Installation support services for software and hardware
- Equipment installation and uninstallation services, issues caused by third parties, or problems that Huawei cannot control
- Upgrade and maintenance of Huawei ICT products
- Support services involved in hardware upgrade
- Services for third-party products not included in the cooperation agreement

Issue Severity

Critical: These are key issues that may have major impacts on partners' business activities or technology interoperations. For example, if some major eSDK/API interfaces are unavailable, or some API functions are extremely unstable, system crashes may occur, leading to development interruption, or even termination.

Major: These are sensitive issues that may have considerable impacts on partners' business activities or technology interoperations. For example, if some major eSDK/API interfaces, or some API functions are unstable, the system may still be operating, but users will encounter bugs from time to time.

Minor: These issues will not cause any significant impacts on partners' business activities or technology interoperations. For example, if some rarely used eSDK/API interfaces are unavailable or unstable, or some rarely used API functions are unstable, some functions may encounter problems during commissioning, but development activities will continue.

Non-fault inquiry: These issues have no direct impact on partners' business activities or technology interoperations. For example, a partner inquires about information regarding Huawei product openness, such as eSDK or API. eSDK or the API themselves have no availability or stability issue.

Response Guide

Severity	Critical	Major	Minor	Non-fault inquiry
Response Time	4 hours	24 hours	36 hours	48 hours

3.3 Interoperability Certification Support

To join the Enterprise Business Solution Partner Program, the partner must submit at least one certified solution or product that has passed Huawei's interoperability verification.

Definition

Partners submit a request to test the interoperability between the joint solutions and products that are developed based on Huawei's ICT products, solutions, and technologies. Once successfully tested, these solutions and products are regarded as verified.

Standards

Huawei conducts verification using the following two standards:

- Partners develop products and solutions based on Huawei technologies and solutions: passed Huawei's open lab test or have delivered cooperation projects
- Solutions that are jointly designed by partners and Huawei: passed the integrated solution test in Huawei's open lab.

Solutions and products that have the Huawei Ready certificate are regarded as verified.

Benefits

Partners whose solutions and products have passed Huawei's interoperability test can:

- Have more opportunities to display their solutions and products in Huawei online marketing website for solution partners.
- Apply for SIP incentives.

4 Non-resell Equipment Support

Solution partners may need to acquire Huawei's ICT devices and demonstrate their customer-oriented solutions in labs, clients' sites, or in other scenarios. Huawei will periodically release policies to guide partners in acquiring devices for such non-resale purposes. Solution partners may procure devices with large discounts that vary with regions and products.

Huawei grants the partners to purchase Huawei hardware and software for non resell usage scenario in the lab and demonstration at generous discounts off the list price. Program discount are dependent upon the location and specific technologies.

5 Marketing Support

5.1 Certificate and Logo

As one of the most valuable brands in the world, Huawei's logo is recognized by global industry clients. Qualified partners can apply for solution partner certificates and partnership logo usage. Huawei offers certificates and log usage permission based on the following conditions:

- Certificates and logos are for solution partners to promote their business solutions developed based on Huawei ICT infrastructures.
- Solution partners apply for certificates and log usage based on their levels.
- Solution partners can use sales and marketing banners to promote product and solution sales among channel and client partners.

5.2 News Release

Partners can use the template provided by the Program to issue news releases tied to the following events:

- Joining the Program
- Business solutions (developed based on Huawei ICT infrastructures) passing Huawei's interoperability verification
- Upgrading partner levels

Partner can issue news releases with Huawei's review and approval.

5.3 Marketing and Activities

To help partners achieve business success, Huawei provides a series of marketing resources, such as Huawei Connect, Huawei Partner Submit, and enterprise business exhibition hall.

Huawei provides a variety of online and office activities every year to help solution partners enhance skills, expand business, and extend its partnership with Huawei. All partners are encouraged to participate in as many of these activities as possible.

Huawei will release news about such activities in the Solution Partner Center that is now in development. Please stay tuned.

5.4 Online Marketing Support

Huawei builds and uses online platform to help solution partners to promote the joint solutions to Huawei channel partners and customers.

With this platform in place, solution partners can display their certified joint solutions and manage leads. Huawei channel partners and customers can assess and rate solutions which they are interested in, send emails for inquiry, and find out more details about the displayed solutions.

The online platform is now in development and will be available soon. Please stay tuned.

6 Customer Support Modes

The Program defines three methods in which Huawei and solution partners cooperate with each other to provide customer services. Huawei and its solution partners will choose service modes for execution according to service contracts signed during project operations.

Method 1: Huawei and partners independently provide support services for their own products.

Client	Solution Partner	Huawei
Signs service contracts with Huawei and solution partners separately.	Signs service contracts with clients to support partner software and hardware.	Signs service contracts with clients to support Huawei software and hardware.
Coordinates and manages support services.	Manages, detects, and solves partner product issues.	Manages, detects, and solves Huawei product issues.
	Actively coordinates resources to solve issues involving the interoperability between partner products and Huawei products. Works with Huawei to jointly solve issues when needed.	

Method 2: Huawei coordinates customer support services.

Client	Solution Partner	Huawei
Purchases overall solution support from Huawei	Signs service contracts with clients to support partner software and hardware.	Signs solution service contract with the client and provides support services accordingly.

Client	Solution Partner	Huawei
	<p>Manages, detects, and solves partner product issues.</p> <p>Actively coordinates resources to solve issues involving the interoperability between partner products and Huawei products.</p> <p>Agrees to actively process issues involving the interoperability between Huawei products and third-party products. Complies with the Solution Partner Framework Contract.</p> <p>Provides necessary training for Huawei based on the service contract.</p>	<p>Answers the client's first help call.</p> <p>Coordinates partner resources to solve issues.</p> <p>Manages, detects, and solves Huawei product issues.</p>

Method 3: Partner coordinates customer support services.

Client	Solution Partner	Huawei
Purchases overall solution support from the partner	Signs solution service contract with the client and provides support services accordingly.	Signs service contracts with clients to support Huawei software and hardware.
Coordinates and manages support services.	Answers client's first help call.	Manages, detects, and solves issues involving Huawei products.
	Coordinates partner resources to solve issues. Manages, detects, and solves partner product issues.	<p>Actively coordinates resources to solve issues involving the interoperability between partner products and Huawei products.</p> <p>Agrees to actively process issues involving the interoperability between Huawei products and third-party products. Complies with the Solution Partner Framework Contract.</p> <p>Provides necessary training for the partner based on the service contract.</p>

7 Rewards and Incentives

Huawei will make plans to incentive the collaboration between channel partners and solution partners to create, marketing and deliver the solutions referred above. Such incentive plans will be made and adjusted from time to time.