



CHANNEL PARTNER
ALLIANCE

PROGRAM GUIDE

POWERING YOUR BUSINESS

WELCOME

On behalf of the CyberPower Channel Team, we would like to say thank you for joining the Channel Partner Alliance. We created this program to strengthen the relationship between our company and resellers like yourself.

Welcome,

As a channel-centric company, we rely on you to increase our business and presence in the IT channel. And, through your connection with the Channel Partner Alliance program, we will make CyberPower your first choice when looking for UPS systems, PDUs and other power management products.

Our goal is to have you think of us when you think of power; we have designed the Channel Partner Alliance program to do just that. This guide further details the advantages of this program and our commitment to your success.

Sincerely,



PETE MIESEN
Senior Director of Sales

A handwritten signature in black ink, appearing to read "Pete Miesen".



SCOTT KOLLER
Vice President of Channel Sales

A handwritten signature in black ink, appearing to read "Scott Koller".

YOUR
ULTIMATE
ALLY IN
POWER.

HOW WE'LL MAKE CYBERPOWER YOUR FIRST CHOICE:

WELCOME

OVERVIEW

ADVANTAGES

SALES SUPPORT

TRAINING RESOURCES

PROGRAM AGREEMENT

THE HIGHEST LEVELS OF PARTNER SUPPORT

Our team delivers first-class service and provides the information you need to win business. We offer support features like live chat, joint customer calls with our product specialists, free virtual power audits, risk-free demo programs and assistance with project planning.

EDUCATION AND TRAINING

We create training modules you can complete at your own pace to increase your product knowledge. When you know power, you can deliver the right solutions with confidence.

INNOVATIVE PARTNER PORTAL

This sales-centered website provides quick access to information you need for effective selling all in one place. You'll spend less time looking for information and more time closing business.

PARTNER PRICING AND DISCOUNTS

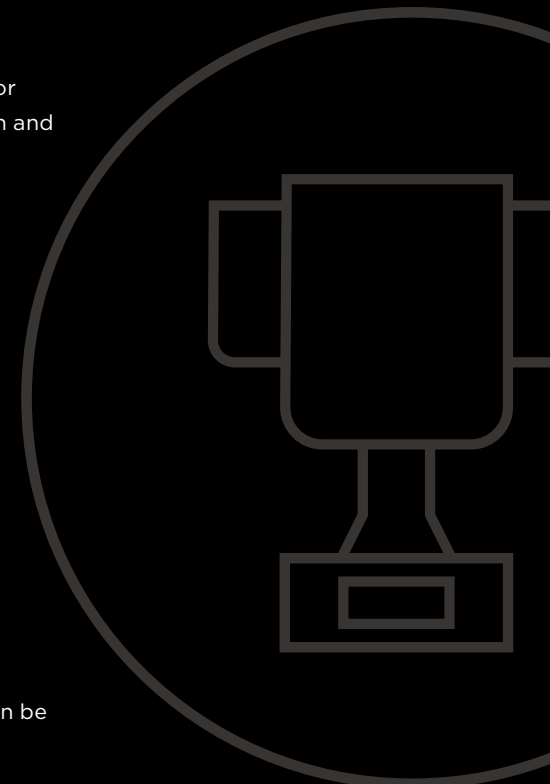
Our pricing structure and discounts give you an edge when closing deals. You'll receive 5% instant partner rebates, 3% discounts on Gov/Ed opportunities, additional bid discounts on opportunities beginning at \$2,500 and deal registration starting at just \$5,000.

EXCLUSIVE LEADS NETWORK

You'll get access to opportunities in your geographic region and area of expertise. Our success depends on your sales—so we share new opportunities with you to grow your business.

A REWARDS PROGRAM FOR YOUR SALES TEAM

Your sales team is rewarded when they win business with CyberPower. Keep your sales representatives engaged and excited about selling power with a rewards program at the rep level. Each sale earns individuals points which can be redeemed for gift cards, debit cards, merchandise, charities and more.



OVERVIEW AND PARTICIPATION LEVELS

The Best Way for Your Business

CyberPower sells only through channels; we don't offer products directly to end users. That's why we put together a partner program that provides first-class support, exclusive discounts and a reward program for selling our products.

The Channel Partner Alliance isn't a "one size fits all" program. Three different levels allow you to participate and progress in a way that works best for you. Partner Plus and Partner Elite levels get access to additional benefits including our demo program, advanced unit replacement and co-op marketing funds.

The three Channel Partner Alliance levels:

CHANNEL PARTNER ALLIANCE

* PARTNER *

PARTNER

Available to all resellers who sell CyberPower products.

CHANNEL PARTNER ALLIANCE

** PARTNER PLUS **

PARTNER PLUS

Offered to resellers who meet minimum sales volume goals and complete our free product training courses.

CHANNEL PARTNER ALLIANCE

*** PARTNER ELITE ***

PARTNER ELITE

Offers a full range of rewards to resellers who generate the most sales and help promote the CyberPower brand to end users.

	★ PARTNER	★ ★ PARTNER PLUS	★ ★ ★ PARTNER ELITE
PARTICIPATION LEVEL BENEFITS			
Custom Partner Portal	■	■	■
Personalized Dashboard	■	■	■
Newsletter with Announcements, News, and Promotions	■	■	■
Access to Dedicated Partner Support Desk	■	■	■
Automated Opportunity Registration	■	■	■
Eligibility for Demo Program		■	■
Automated Lead Generation	■	■	■
Eligibility for Rep Level Incentives	■	■	■
Training Program with Incentives	■	■	■
Preferred Warranty Terms (Advanced Replacement)			■
One-Year Extended Return Privileges	■	■	■
Live Partner Chat	■	■	■
No Cost Power Review/Audits	■	■	■
Sales Tool Kit	■	■	■
5% Instant Partner Rebate	■	■	■
3% Instant Government/Education Rebate	■	■	■
Partner Exclusive Promotions	■	■	■
Marketing Funds Eligibility			■
Partner Listing on CyberPower Website			■
Incentives for Case Study Collaboration	■	■	■

CYBERPOWER ADVANTAGES

ENGINEERING

Our product engineers develop high quality products with efficient manufacturing processes. We have 200+ engineers and hold more than 180 patents. In-house testing, third party auditing and on-site UL certification ensure that customers receive high quality products.

MANUFACTURING

Unlike many brands who contract manufacturers to bring their brands to market, CyberPower is a true manufacturer. With four company-owned high efficiency factories, we are able to control costs and maintain the highest quality standards.

SUPPLY CHAIN

Owning our manufacturing facilities gives us greater control over the supply chain. Our industry leading warehouse management system, ERP integration and four North American distribution facilities allow us to stock our entire product line for high availability and quick turnaround.

PRODUCT

From pioneering the LCD UPS to leading the market in ENERGY STAR® qualified UPS systems, we consistently offer features that meet the most demanding customer requirements. We back our UPS models with industry leading 3-5 year warranties, including the batteries.

SUPPORT

Spend less time searching for information and more time closing business with a support program that gets you the answers you need. Dedicated support, live chat, online request forms and an exclusive partner portal, puts everything you need at your fingertips.

PRICING

We supply all of the above plus products that are on average 10%-20% below competitors' costs. Through our manufacturing efficiencies and an innovative pricing model, your customers get all the technology they need, while you improve power category profitability.

PARTNER SALES SUPPORT

Fast and Accurate Answers

At CyberPower, we focus on one thing: powering your business. As a value added reseller, you are at the heart of our business model. Our promise to you includes:

- 1 DEDICATED PARTNER SUPPORT**
All Channel Partner Alliance program participants have access to a dedicated inside sales contact at CyberPower. We get to know you and your customers so we can provide accurate and helpful information every time you need us.
- 2 RESPONSIVE SERVICE**
Get instant answers via online chat! Our goal is to be the most responsive power vendor in the category and get you the information you need to win deals. This includes following up on sales inquiries within 60 minutes during business hours and conducting virtual power audits within 24 hours. We strive to get the information you need FAST.
- 3 FREE VIRTUAL POWER AUDITS**
Our sales team and product specialists help you conduct virtual power audits at no charge. These audits help your customers understand exactly what they need for power protection and management equipment. This allows you to provide precise power solutions and simplify the quoting process.
- 4 JOINT CUSTOMER CALLS**
CyberPower representatives are available for joint sales calls on request. We are in your corner to help you consult on power and provide the right products for the job.
- 5 CUSTOM PROJECT PLANNING**
For large-scale opportunities, our product specialists work with you to develop customized products that meet your customers' exact specifications.



TRAINING RESOURCES

Power Knowledge

Our training resources help you learn the functions and features of UPS systems and related products so you can provide helpful advice with confidence. Get the tools and knowledge you need to ask the right questions and become a trusted advisor.

Each online course lasts 15–30 minutes and includes an open-book knowledge check. These courses make it easy for you to present the right power products to your customers.

Subjects include:

- Terms and concepts in power protection and management
- Identifying and comparing product features
- Understanding product benefits for the end user
- Competitive advantages of CyberPower products
- Selecting the right product for your customer's application
- Where to find additional resources on products

Every Channel Partner Alliance participant whose sales representatives complete the training modules will qualify for additional benefits. We reward you for learning by giving you points toward redeemable gift cards, debit cards, travel and other merchandise.

“We have been working with CyberPower for a few years after making the switch from another manufacturer. Working with CyberPower has really helped our business and we're very pleased with the product and our partnership with them.”

ALLAN WALTERS

Senior Vice President
Saratoga Technologies, Inc.



TERMS AND CONDITIONS

The Channel Partner Alliance program (Program) from Cyber Power Systems (USA), Inc. (CyberPower) provides opportunities to each participating value added reseller (Participant). To join and use the Program, every Participant must agree to the following:

- Participant has read, understands, and agrees to be bound by the terms and conditions of the Channel Partner Alliance Agreement (Agreement) and to any amendments to the Agreement, Program policies and procedures, which may be implemented or modified by CyberPower and communicated in writing to Participant from time to time.
- Participant must not disclose any CyberPower information labeled as confidential while participating in the Program and for five (5) years thereafter.
- Participant shall complete any training program required by CyberPower, including a one (1) hour online training module within one hundred and twenty (120) days of entering the Program; failure to complete training may affect the Participants eligibility to advance in the Program.
- MDF payments for partner marketing activities are subject to CyberPower approval.

This Agreement is valid for one (1) year, and may be automatically renewed by CyberPower.

CyberPower reserves the right to cancel this Agreement or the Program, or modify price and co-op fund schedules at any time, and for any reason, on prior written notification to Participant.

Contact Information

CHANNEL SALES SUPPORT

877-901-1930

sales@cpsww.com

TECHNICAL SUPPORT

877-297-6937

techsupport@cyberpower.com