



Dell Technology Partner FAQ

Program

What is the Dell Technology Partner Program?

The program expands our partner ecosystem by centralizing, optimizing and streamlining the onboarding and certification process for ISV, IHV, SI, VAR and Solution Provider partnerships. A consistent approach and well-defined three tiered certification process make it easy to enroll as new partners. TPP is a global program offered in the Americas, EMEA and APJ.

How do I register for the program?

Go to <http://www.Dell.com/TechnologyPartner> and click "Register now".

Select "Technology Partner" from the second dropdown menu.

How do I qualify to become Verified or Certified?

1. Register for the program (instructions above).
2. We will determine which tier you fall into based on the Dell defined criteria.

My company is an existing Certified Technology Partner. Will I qualify for the Verified tier?

Verified is a lower tier. A Certified Partner can add more Certifications and remain a Certified Partner.

If my company is a Dell Channel Partner, can I also become a Technology Partner?

Yes, however, you need to register again as a Technology Partner in order to qualify.

Testing

How do I get access to the Verified tier test suite?

All registered partners will get access to the Verified tier test suite upon logging into the portal. Access the portal here: <http://www.Dell.com/TechnologyPartner>

How do I get access to the Certified suite?

All Registered Partners will get access to the Certified suite upon logging into portal.

When will Dell review my test results and

documentation?

Once your test results and documentation are submitted, you can expect a response from the Dell Engineering team within 5-7 business days.

How will the approval of Verified results be communicated?

We only communicate whether the Verification results passed or failed. If your Verification passes, a follow-up email will provide access to the Technology Partner Program logo. If it fails, reasons for the failure will be noted, and the Technology Partner may resubmit test results.

Can we use Dell equipment for Verification?

Dell hardware is available to the Technology Partner for Verification use on a loan basis. Access to this hardware is via VPN remote access. Information about the cost to borrow hardware can be found in the portal.

Will we have access to Dell technical resources for Verification?

No, Dell technical resources are not available for Verification except to assign VPN remote access for loan equipment. The Technology Partner is expected to validate any internal testing prior to submitting results to Dell.

What type of technical support will I receive while in the Verification process?

- Dell toolkits and guides
- Remote access to Dell labs for Certification
- Downloadable test kits for testing your solutions
- Platform training

Is there additional technical support for the Certification process?

Your technical support includes:

- Dell toolkits and guides
- Remote access to Dell labs for Certification
- Downloadable test kits for testing your solutions
- Platform training
- Engineering support via phone, email or web conference

How much time does it take to complete testing?

The testing timeline is dictated largely by the Technology Partner. Internal validation testing and the required documentation need to be assembled prior to submitting to Dell. There is no time limit to submit documentation and testing once the Technology Partner has accepted the terms and conditions.

Verified vs. Certified

How much does it cost to become Verified?

The Verified tier program is free for the Technology Partner if no additional Dell hardware is required. More information about this is available in the portal.

Is there a fee associated with becoming Certified?

Yes, there is a fee for Certification. More information can be found in the program terms and conditions.

From a Verified tier, can I step up to become a Certified Partner later?

If a Verified partner wishes to become a Certified Partner at a later date, the Technology Partner will need to apply for Certification. Please contact TechnologyPartnerRegistrationRequest@Dell.com for more information.

Training and Benefits

Will I get access to training programs?

All Registered Partners receive access to our online training programs. Please log in to check out the programs that are available to you.

What are the marketing benefits of being a Certified Technology Partner?

Marketing benefits includes:

- Use of the Dell Technology Partner logo
- Listing in our "Find a Partner" global program catalog
- Access to post-marketing collateral in Dell's sales tools
- Sharing revenue and margin with Dell at your partner's discretion

What are the marketing benefits of being a Verified Technology Partner?

Marketing benefits includes:

- Use of the Dell Technology Partner logo
- Listing in our "Find a Partner" global program catalog
- Sharing revenue and margin with Dell at your partner's discretion

How do I use the program logo in my branding?

More information about logo branding and usage can be found in the Technology Partner Program agreement.

