

# Partner Portal Program - FAQ



hexnode

## 1. What is Hexnode Reseller Partner Program?

Hexnode reseller partner program allows businesses to sell Hexnode Unified Endpoint Management solution to customers from anywhere in the world. The program opens up a world of new revenue opportunities for resellers by delivering the leading endpoint management solution to various customers.

## 2. Who can become a Hexnode partner?

Businesses with prior experience or are currently selling products or services (preferably Software as a Service) and own a website are eligible to join the Hexnode Partner Program.

## 3. How can I sign up as a partner?

Signing up in the Hexnode partner program is easy. First, you have to fill up and submit the [partner registration form](#). Once the Hexnode team approves your request, you must sign the partnership agreement to become an official Hexnode reseller. Use your assigned credentials to log in to your [partner portal](#). Now, you can start signing up prospects using your partner portal account. You will earn a commission for each client that signs the contract with Hexnode.

## 4. What are the benefits of enrolling in Hexnode Partner Program?

Enrolling in the Hexnode Reseller Partner program has numerous benefits:

- **Pre and post-sales assistance:** Hexnode employs a dedicated team of sales, marketing, and technical experts to provide you with all the support you need to build your networks alongside ours. Our specialized team works 24\*5 to readily answer your questions and guide you at every step for successfully promoting Hexnode UEM to the world.
- **Hexnode Partner Badge:** By partnering with Hexnode, you'll earn the invaluable Hexnode Partner Badge that you can use in website or marketing materials.
- **Dedicated Channel Partner Account Manager:** In addition to the reseller, Hexnode employs a dedicated Partner Account Manager to access the reseller partner portal. The manager has the complete authority to review and approve the reseller's leads. The resellers can assign customer portals only after successful approval from the Partner Account Manager.
- **Free access to Hexnode resources:** Get unlimited access to the Hexnode marketing

repository that includes product training videos, webinars, case studies, whitepapers, datasheets, and much more. Besides, resellers can also enroll in the Hexnode Certification program to get certified with curated course materials and hands-on lab sessions.

- **Free Hexnode portal for training and demo:** Our excellent support team is always ready to train you to gain an understanding of the product so that it truly appeals to the audience and helps you gain loyal customers.
- **Joint Marketing:** Partnering up with Hexnode gives you the added advantage of hosting events and conferences jointly. It also opens up a bunch of opportunities to expose yourself to a wide range of customers out there.
- **Newsletter and communications:** By registering with Hexnode, you're eligible to receive timely updates and information about the product and the industry.

## 5. What is the period of validity of the partnership?

The partnership is valid for a period of one year. After every year, the partnership gets upgraded to the next tier based on your ability to buy and retain more clients.

## 6. What are the three tiers in Hexnode Reseller Partner Program? Is there any minimum number of customer portals that need to be made under each tier?

There are three hierarchical tiers in the partner program, namely – Silver, Gold and Platinum. Once resellers register in the partnership program, they are enrolled in the **Silver** tier. The more clients they enroll, the more are the benefits and rewards. Resellers in the Silver tier are expected to sell Hexnode UEM solution to at least five customers in a year.

The secondary tier **Gold** is awarded to resellers that resell Hexnode to at least ten customers in a year. The tertiary tier **Platinum** rewards existing resellers with extra commissions and complimentary benefits who manage to sell Hexnode to a minimum of 25 clients in a year.

The resellers are bound to maintain the minimum number of clients to retain their positions under each tier.

## 7. What is the Minimum Order Quantity (MOQ) for a tier?

MOQ is the minimum number of device licenses that a customer should purchase for an individual portal. Irrespective of the tier, each client portal managed by a reseller is

required to purchase licenses for a minimum of 15 devices.

## **8. Do we get training for using the partner portal?**

Yes, our excellent support team is always available to train you to gain a deeper understanding of the partner portal and the product. We take every measure to enlighten you with the necessary resources and training videos to execute an effective and efficient sales process. You can also avail of free Hexnode portals for product demonstrations.

## **9. How can I find out my partnership tier?**

Log in to your Hexnode Partner portal. Clicking on the user icon displayed on the top-right corner will display your partnership tier.

## **10. What are the uses of having a Partner portal?**

The partner portal provides a centralized console to communicate with accounts, probably leads. Thus, it eliminates the unnecessary delays that usually occur with emails. Besides, it allows you to create, renew, or even upgrade your customer portals from a single location. Partners can seamlessly access the Hexnode resources they need at any time. Since these resources are readily available, there will be minimal hindrances in the sales cycle. A partner portal gives a clear picture of performance, sales, partner engagement, and much more.

## **11. The deal I brought in was not approved by the Hexnode team. Why?**

A deal may be rejected due to any of the following reasons:

- The lead is already assigned to a different reseller.
- Hexnode finds the lead as inauthentic.
- The registered lead is already a customer of Hexnode.

## **12. What is the period of validity of a registered deal?**

An approved deal is valid for 90 days. During this period, the reseller has complete autonomy on the lead from quoting a trade proposal to finally initiating the sale. Hexnode also ensures that the lead is not pursued by other resellers or the Hexnode Sales team.



### 13. Can we do billing through the Partner Portal?

Yes, you can make payments for the customer portals using the **Payments** pane of your partner portal account. The reseller is bound to pay only the net amount after deducting the tier discounts.

### 14. Can a client directly purchase the Hexnode license after they've been registered in the partner portal?

No. Once a client is registered in the partner portal, only the resellers can initiate the Hexnode license purchases, including license creation, renewal, or upgrade.

### 15. Do we get multiple logins for accessing the Partner portal?

No, only an authorized person approved by the Hexnode team can access the partner portal. This reseller is responsible for maintaining the entire customer operations within the portal.

### 16. Does the Partner portal expire the same as the Demo portal?

Unlike demo portals, partner portals do not expire unless the agreement is terminated/discontinued with the reseller. In the case of the demo portal, the reseller has to renew it each year to avoid its expiry.

### 17. Where are the customer portals listed?

Any client portals created within the partner portal will be listed in the **Portals** tab. The reseller can also generate an extensive report of the complete list of all the customer portals.

### 18. How to determine if the portal creation is successful?

A new client portal is created only when its **Portal Creation Status** changes from *Pending*, *Processing*, and finally to *Success*.

## 19. How to change billing emails?

Login to your Hexnode Partner portal and head on to **Payments > Billing > Billing Details**. Click on **Edit Details**; you can edit all billing details, including the billing email from there.

## 20. How to change the login email address of the Partner portal?

Currently, a partner cannot change the login email address of their Hexnode Partner portal.

## 21. How to cancel the Hexnode subscription of an account?

On your Hexnode Partner portal, navigate to **Payments > Subscription**. Then, click on **Renew/Upgrade** corresponding to the portal whose subscription has to be canceled; this will take you to the **Subscription** page. You will have the option to cancel the subscription at the bottom of this page. Follow the on-screen instructions to complete the process.

Note that canceling the subscription adds the portal to the purge queue and will delete all your data and configurations. It won't be possible to recover the data once the portal is purged. Kiosk lockdown policies from the devices will be detached once they turn online, and disenrollment commands will be sent to all enrolled devices within 6 hours.

## 22. What will happen when a Hexnode portal created with the Hexnode Partner portal gets purged?

Purging a portal deletes all the data and configurations along with the portal. It will no longer be displayed on the **Portals** or **Subscriptions** page of your Hexnode Partner portal. When customers try to access a purged portal, they will be redirected to the Hexnode signup error page.

## 23. How to edit the subscription details in the Hexnode Partner portal?

The subscription details, including the active license plan, the total number of devices, technicians, and the billing details, can be edited from the **Payments > Subscriptions > Renew/Upgrade** (corresponding to the required portal) > **Subscription** page. You can

update the card details from the **Payment History** page. Note that changing the card details of an individual portal automatically updates the card detail of the Hexnode Partner portal. Additionally, billing and card details can be universally edited from **Payments > Billing**.

## 24. Can I add separate billing emails for different Hexnode portals in the Partner portal?

No, only a single billing email can be used for all Hexnode portals managed via a Partner portal. This email address will receive the subscription-related details like the invoices of all portals.

## 25. What will happen if the payment status of a portal is 'Pending'?

The payment status of your Hexnode UEM portal will be in a 'Pending' state if you generate an offline invoice but is yet to upload the proof of payment. You can check the payment status from **Payments > Invoice Catalog**.

A trial portal will expire if the payment doesn't get completed within 30-days of it being in the pending state. A paid portal whose subscription is due will expire if the payment doesn't get completed within the next billing date.

The customers will be able to access their UEM portals and manage their devices until their portal expires.

## 26. What will happen when a Hexnode portal gets expired?

A portal will expire if the payment is not completed by the end of the billing cycle. For a trial portal, this is by the end of the 30-day trial period.

Once the portal expires, you can no longer enroll new devices or manage already enrolled devices. Technicians will be denied access to all the pages except the License page in Hexnode UEM within 7 days of the portal expiry. Hexnode will automatically remove the policies associated with the devices, initiate the device disenrollment and will then add the portal to the purge queue. You can recover the portal by completing the payment before purging the portal.