



FlexIP Partner Program

When You Need a True Business
Partner, Not Another Vendor



PROGRAM HIGHLIGHTS

- Complete Communications
- Evergreen Commissions
- Sales Training
- Deal Registration
- Solutions Engineering
- Outsourced Sales Support
- No Quotas or Minimums
- Commissions Tracking
- 24/7/365 U.S.-based Customer Support
- Cooperative Marketing
- Siloed Secure Voice Troubleshooting
- One-Call Resolution (No Finger-Pointing)

The last thing you need is another hosted VoIP vendor that only cares about adding new logos and not about keeping them.

You need a trustworthy business partner that will deliver reliable cloud communications services to your customers and keep their promises to you.

CHANNEL FRIENDLY & FAIR

At FlexIP Solutions, we're so committed to developing a true partnership that we will pay you on your clients' referrals.

Yes, you read that right. **If your client refers a customer to us, we'll pay you a commission on that deal, too. It's only fair!** If you weren't our partner, we wouldn't have either customer.

We've built our entire business around a promise — **the FlexIP Perfect-Fit Promise**. It's a commitment we make not only to our business customers but to our business partners.

- ✓ Your customers get a customized communications solution that's optimized for performance and delivered with personalized customer service.
- ✓ You get the ability to focus on growing your business and revenue because your customers' communications solutions and support are in good hands.

Flexible Managed Services

Our services are installed and managed by experts, so they actually work! We deploy an edge-based appliance to monitor your client's network from end to end. Uniquely, we segregate voice from data traffic, so if there is ever an issue, we don't need to involve your client's "IT guy," we can take care of it on your behalf.



Flexible Cloud Communications Solutions

A solid solutions suite is table stakes, so we've built one that includes both in-demand communications services as well as specialized services that are customized and optimized to meet your clients' exacting needs.

CORE SOLUTIONS

- ✓ Flex PBX
- ✓ Flex UC
- ✓ Flex Contact Center
- ✓ Flex Fax
- ✓ Flex Networking
- ✓ Flex Meeting
- ✓ Flex CRM Integration
- ✓ Flex Trunking
- ✓ Microsoft Teams Direct Routing
- ✓ Microsoft Teams Integration

ADD-ONS

- ✓ IVR
- ✓ ACD
- ✓ Call Recording
- ✓ Auto Attendant
- ✓ Conferencing
- ✓ Paging
- ✓ Door Locks
- ✓ Cordless Handsets
- ✓ More!

Flexible Partner Engagement

FlexIP Solutions works with you to fit our solutions into your business model, not the other way around. We support a range of engagement models on a deal-by-deal basis, so you can be "hands on" or "hands off" with no reduction in commissions.

WE SELL FOR YOU

FlexIP experts will engage in the sales process with your client on your behalf and under your brand. We follow up with your customer from discovery to close. We do the work, and you still get full commissions on the deal.

WE SELL WITH YOU

If you like to be your customer's primary touch point, but appreciate expert backup, we can go to market together. You get all the credit for solving your customer's problems and full commissions, too!

WE SELL THROUGH YOU

We coach you through discovery to close on a few deals until you're confident you can sell FlexIP's solutions on your own. But you're not alone! We always have your back with technical engineering and support.

Why Partner with FlexIP Solutions?

The FlexIP Solutions Partner Program is based on a simple premise: Happy Customer, Happy Partner. We've created a customer-focused solution and support organization for you to win and keep customers for the long term.

Our Promise to Your Customers

Complimentary Consultation

We take the time to learn about your customers, their employees, their clients and objectives, so we can recommend real solutions to real business challenges with a clear ROI.

High-Touch Implementation

We've developed a three-point process for service implementation, integration and cutover that ensures our solution works as promised and your customers can benefit from day one.

No Financial Exposure

In addition to subscription pricing for services, we offer a Lifetime Warranty on all hardware – phones, switches and edge devices. If they fail, we'll replace them, eliminating your customers' financial risk.

Right-Sized Subscription Pricing

Your customers never pay for hosted seats or service features they don't need. We customize capabilities and costs for each seat while still offering a predictable monthly subscription fee.

Network Readiness Assessment

High performance is directly tied to the quality of your customers' local and wide area networks. We conduct site surveys and, if needed, help your customers to optimize their connections for multimedia communications.

Personalized Support & Training

Unlike premises-based phone systems that you buy upfront, we have to earn your customers' trust in our service every day, so we offer unlimited training and support if and when their team needs assistance.

End-to-End Managed Service

We manage your customers' communications from end to end, leveraging edge-based appliances to monitor their networks, assess call quality and shape traffic for quality of service.

One-Call Problem Resolution

We seek to resolve issues with service quality or delivery on your customers' first call even if that means we need to work directly with their hardware vendors or Internet service providers on their behalf.

Unlimited Support & 1-Hour Response

We offer unlimited free support, training and system changes from our in-house team. Response time for trouble tickets is 11 minutes on average and within one hour – guaranteed.

Quarterly Business Review

Our interest in your customers' company doesn't stop with the initial consultation. We meet with your customers regularly to review their business goals and how you and FlexIP Solutions can better enable their growth plans with technology solutions.

LEARN MORE ABOUT

The FlexIP Perfect-Fit Promise

Visit www.flexipsolutions.com/perfect-fit-promise

For More Information

888.905.6311 • sales@flexipsolutions.com

Why Partner with FlexIP Solutions?

The FlexIP Solutions Partner Program is built on a platform and processes that you can depend on to make selling, closing, managing and retaining your customers easier, so you can build your business faster.

Our Promise to You

Sales Support

For starters, we'll train you on how and where our solutions fit best. And, if needed, we'll join sales calls or in-person meetings with your prospects to push deals across the finish line.

No Assumptions

Instead of assuming clients' networks are up to the task of transmitting critical voice and video traffic, we make sure they are with site surveys. That means our communications services will work as promised, avoiding buyer's remorse.

Complete Onboarding

You don't have to walk your customers through implementation or onboarding. We make sure our solution works before we hand it over the controls to your customers — no matter their size.

Avoid Financial Objections

Removing financial risk can be as effective as adding free perks in closing sales. We've made our solution risk-free with a true replacement warranty on hardware needed for our solution.

No Oversubscription

We don't pad customer quotes with full-service seats that include features they don't need, so you can offer a truly competitive price point to win deals and your customers' trust.

Offload Help Desk Calls

Our solutions are intuitive, but some users need hand-holding that can distract you from sales activities. Our team takes those calls — not only at onboarding but for the life of your customers.

Near-Zero Complaints

We'd like to say zero complaints, but our lawyers won't let us. Our managed service ensures continuous quality of service, so your customers have nothing to complain about, reducing churn and increasing your monthly recurring revenue.

No Finger-Pointing

We won't play the blame game, leaving you holding the bag. If there are issues with other vendors or ISPs that are affecting your clients' communications system performance, we'll work to fix it.

Proactive Account Growth

We make sure that our joint clients are satisfied and we're there to help when their needs change and grow. Of course, if clients add or expand services, your commissions will grow accordingly.

No Time-Consuming Support Calls

After the deal is done, you won't field client calls about service issues. Our solution is managed to minimize trouble calls, but if your clients need help or training, we're here 24/7/365.

LEARN MORE ABOUT

The FlexIP Partner Program

Contact a FlexIP Solutions Channel Manager today!

For More Information

888.905.6311 • sales@flexipsolutions.com