

## *For HCL Business Partners*

Welcome to HCL Software. This document is intended to provide HCL Software Partners with additional program guidance.

Please read the [HCL Announcement](#) for information about the acquisition of IBM products and the [HCL Welcome](#) page for solution information and next steps.

Learn more about the HCL Software Partner Connect Program by watching the recording of the Partner webinar from 10<sup>th</sup> May <https://www.hclpartnerconnect.com/> and reviewing the Partner Program overview in this [Partner Information Pack](#) .

If you do not find your question listed in this document and require assistance in obtaining information, you can contact the HCL Partner teams by emailing [HCLPartnerConnect@hcl.com](mailto:HCLPartnerConnect@hcl.com)

### **PARTNER PROGRAM FREQUENTLY ASKED QUESTIONS**

#### **Q1: What is HCL's philosophy regarding business partners?**

A1: Our business Partners are key members of an energetic ecosystem. We will work with our Partners to deliver customer value that translates into long lasting and enduring relationships beyond the contract.

#### **Q2: How do I become a HCL Business Partner for reselling software?**

A2: Complete your registration in [HCL Partner Connect](#) . Once you've accepted the HCL Master Reseller Agreement (MRA) and received your HCL Partner ID you are ready to sell. Partners cannot request quotations without an approved MRA contract.

#### **Q3: How long will the Partner Connect Registering process take?**

A3: The process is a simple three step on-line application typically spanning between 5-15 working days, depending on each Partner's unique circumstances. The application process is guided through email instructions through the acceptance of the HCL Master Reseller Agreement by electronically signing the on-line document.

#### **Q4: What information will I need to provide during the Partner Connect Registration process?**

A4: You will be required to provide your firm's identifying data to establish your Partner profile. Additionally, because you are registering to transact directly with HCL Software, you will be required to provide financial or credit institution documentation, such as a bank reference letter, credit agency report or similar that describes credit/financial rating. We may request additional information to support your on-line application.

#### **Q5: We have multiple legal entities. Will I need multiple Master Reseller Agreements (MRA)?**

A5: Yes – if you require HCL Software to invoice each separate legal entity, in local currency, with local taxations applied. Please create an account for each entity to ensure you have a separate HCL Business Partner ID for each.

#### **Q6: What happens after I am approved as an HCL Partner?**

A6: After your acceptance of the HCL Master Reseller Agreement, HCL Finance will establish your initial credit line which can become flexible as business circumstances require.

#### **Q7: What are the Support Service Levels described in the registration process?**

A7: The following are general descriptions for the support service levels:

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- Level 0 is typically self-service support resources, such as websites, communities of interest, chat services and product support documentation.
- Level 1 is helping customer diagnose the problem and a known solution is found and can be applied
- Level 2 is assigned when the support provider is unsuccessful in recreating the problem and providing a solution
- Level 3 is assigned when technical engineers are required to examine the issue and potentially create a new software fix, patch or possible workarounds.

### **Q8: What do I have to provide to qualify for the additional 2.5% margin awarded for support Partners?**

A8: You will be required to provide the total number of full and part-time resources allocated to support the products you are registering to resell, their credentials and/or experience, and support hours. We may request additional information to support your application.

### **Q9: How do I register deals with HCL?**

A9: You will be given access to the Deal Registration system on [HCL Partner Connect](#) after you have an approved Master Reseller Agreement and HCL Partner ID.

### **Q10: What is HCL's Deal Registration process?**

A10: It's very simple - Partners provide customer, deal and sales status information. Partners can use process to request quotations versus using email. Quotations are valid for 180 days. 90-day extensions maybe be granted upon request.

### **Q11: Will HCL have Deal Protection?**

Q11: Yes, it is our intent to provide Deal Protection for qualified opportunities. We are finalizing the operational details and will be releasing the process details within the next 90 days.

### **Q12: Will my opportunities entered with IBM automatically transfer to HCL?**

Q12: No. Partners will need to register all opportunities on HCL Deal Registration page of HCL Partner Connect.

### **Q13: How will we receive quotations and place orders for New Licenses and Renewals with HCL?**

A13: All Quotations and orders will flow through our on-line eCommerce system. Partners will receive access to the eCommerce system to set up their profile, once they have accepted the MRA and have an HCL Partner ID number.

### **Q14: Will HCL have a Renewals or S&S team?**

A14: Yes. We will have Customer Success Manager (CSM) teams in each sales region to handle business both partner and customer Renewal quotations.

### **Q15: What part numbers are transferring to HCL?**

A15: HCL will confirm the transitioned part numbers shortly and provide access to this list to authorized Partners.

### **Q16: Will US Federal accounts be handled differently than Commercial accounts?**

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A16: Yes. HCL Business Partners who sell to US Federal accounts will need to purchase HCL software products through HCL's designated Distributor for the US Federal. Please contact [HCLFederal@immixGroup.com](mailto:HCLFederal@immixGroup.com) for registration and on-boarding as an HCL Partner.

**Q17: Will HCL have an OEM, Embedded Software Agreement (ESA) like contract programs?**

A17: Yes, it is our intent to offer additional contracting options for business partners who build and integrate solutions. We are finalizing the operational details and will be releasing the contract options within the next 90 days.

**Q18: How will HCL minimize channel conflict?**

A18: HCL values the role our Partners play in delivering customer value. We will seek to create a channel neutral environment globally. HCL's Deal Registration/Deal Protection process is designed to recognize our Partners' value contribution and build strong relationships with HCL account teams to sell together.

**Q19: Will HCL Services compete with HCL Business Partners?**

A19: HCL Services is a separate business unit and will not have insight into HCL Software transactions. In some situations, HCL Services maybe invited to extend a Partner's delivery and/or implementation needs.

**Q20: Does HCL plan to retain all software related services for the products acquired in-house?**

A20: No. While HCL does provide professional services to many of its customers, HCL Software remains a separate group within HCL. We plan to continue leveraging partnerships for Partner expertise.

**Q21: Where will I find access to Sales, Marketing, Enablement and Certification resources?**

A21: You will find currently available resources on the HCL Partner Connect site. We will continually refresh the site with additional Product information for Certifications, Sales, Marketing, Enablement and Education. If you need material that is not on the site to support a customer engagement, please reach out to your Partner Geo Leader.

**Q22: Will Independent Software Vendors (ISVs) and Developers be an import part of the HCL ecosystem?**

A22: Yes. ISV/Developer/Vendor based Solutions underpin many of the key business processes in today's business. ISV, CSPs/MSPs and Systems Integrators will be able to leverage modern APIs and other integration strategies to enhance HCL solutions to meet customer's business needs.

**Q23: Will there be HCL Business Partner marks and guidelines?**

A23: Yes. The Partner mark and guidelines, as stated in the MRA, are available on HCL Partner Connect.

**Q24: Will Partners be permitted to blog and promote their solutions and success via their marketing channels?**

A24: Yes. Partners are encouraged to amplify their success. Please see the MRA for guidelines on PR and announcements.

**Q25: Will reselling Partners receive sales leads from HCL?**

A25: The reseller Partner marketing program is evolving and will include demand generation and lead development opportunities.

**Q26: Can I distribute HCL Software products?**

A26: The HCL Master Reseller Agreement does not provide for distribution relationships, however, resellers may work with together to deliver products to their clients. Invoicing for product sold by the Authorized Reseller is an agreement between the Authorized Reseller and HCL Software.

**Customer questions:**

**Q27: Where can my customers find information about the HCL Customer Support Portal, Accessing Support, Entitlements and License Management?**

A27: Please go to the [HCL Software Client Knowledge Base](#) for support questions.

**Q28: Will customers register for the End User/Master Licensing Agreement (MLA) with HCL?**

A28: Yes. HCL will provide access to a site where buying customer can see and agree to the access [HCL's Master License Agreement \(MLA\)](#), obtaining access to their entitlements and software.

**Q29: How can HCL customers register and see their entitlements?**

A29: Please direct them to this HCL web page:

[https://support.hcltechsw.com/csm?id=kb\\_article&sysparm\\_article=KB0010165](https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0010165)

**Q30: Will open IBM support tickets, in process, will be transferred to HCL support?**

A30: Yes, this is already complete. Customers will be notified on how to access these tickets.

**How will the customers be notified of the new ticket numbers?**

Please see (and direct them) to this HCL web page:

[https://support.hcltechsw.com/csm?id=kb\\_article&sysparm\\_article=KB0041552](https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0041552)

**Q31: Who can I contact for help?**

A31: You may talk with a Support Representative by calling - [check for local numbers](#) or opening a support ticket at [https://hclpnpsupport.hcltech.com/csm?id=guest\\_csm\\_creation](https://hclpnpsupport.hcltech.com/csm?id=guest_csm_creation)

You can also email [HCLPartnerConnect@hcl.com](mailto:HCLPartnerConnect@hcl.com) for general inquiries and assistance.

We recognize that business partners are integral to our success and we look forward to working with you.