



Avtec Certified Partner Program



PARTNER WITH AVTEC

BUILD YOUR BUSINESS WITH PROVEN SOLUTIONS

For nearly four decades, Avtec has developed trusted technology for mission-critical communication centers across a wide range of industries. With the fourth generation Scout™ family of dispatch solutions, we offer your business a trusted, flexible platform designed to adapt and scale to any environment, whether your customers' needs are simple, highly complex, or somewhere in between.

COLLABORATIVE PARTNERING

At Avtec, we're committed to working closely with you to help your business grow. It's the reason why we maintain a Dealer Advisory Board and a dedicated channel partner team devoted to identifying the best products and services to support your business success. As a reseller and service provider in Avtec's Certified Partner Program (CPP), you'll have access to:

- Channel-exclusive technology, including Scout Select.
- Sales support, including demand generation and relationship building.
- Contract vehicles to accelerate sales cycles.
- Discount structures to increase your margins.
- Professional marketing materials.
- Expert assistance with RFP responses.
- Technical resources and assistance.

With each CPP level, Avtec training gives you a path for business growth. Our goal is to help you broaden your service and support offerings and provide you with opportunities to expand into new markets and provide greater life cycle value to your customers.

COMPETITIVE ADVANTAGE

As an Avtec Certified Partner, you will be representing and supporting family of proven technology trusted by:

- Six major U.S. airlines.
- 70% of North America's Class I railroads.
- 50 global utilities.
- Dozens of Fortune 500 companies.
- Thousands of emergency first responders.

Scout consoles provide your business with two options to meet your customers' business-critical communications needs:

SCOUT ENTERPRISE

Our flagship platform, Scout Enterprise is a highly reliable, redundant, easy-to-expand dispatching solution with access to up to 2,000 endpoints and more than 800 consoles per system.

SCOUT SELECT

Built using Scout Enterprise's flexible, single-code-source technology, Scout Select offers tiered package options for command centers that manage a finite number of radio units and/or telephone lines. Scout Select is available exclusively through Avtec Certified Partners.



AVTEC CERTIFIED PARTNER PROGRAM LEVELS

INVESTING IN YOUR BUSINESS SUCCESS

Avtec's CPP is structured as a tiered program, to allow you to build expertise and capabilities over time to support your business goals. As a reseller and service provider in Avtec's CPP, your organization will be positioned to provide scalable, secure mission-critical communication solutions across a wide range of industries, including:



PUBLIC SAFETY



BUSINESS & INDUSTRY



UTILITIES



TRANSPORTATION



GOVERNMENT

Providing knowledge and guidance to support your business success is a principal goal of CPP.



BENEFITS

AVTEC CONNECT PORTAL

Access to marketing resources, system configuration guides, cut sheets, third-party documentation, and training material.



TROUBLE TICKET STATUS

Trouble ticket status reports available upon request.



DEALER INSTALLATION

Ability to install Avtec systems commensurate with your CPP level with no Avtec service charges.



DEALER STAGING

Ability to stage and configure Avtec systems with no Avtec service charges.



TRADE SHOW RESOURCES

Includes use of Avtec tradeshow marketing materials such as pop-ups, backdrops, tablecloths, and tradeshow software builds.



RETRAINING

Includes up to two seats per year at the Avtec training facility.



ADVANCE EQUIPMENT REPLACEMENT

Provides replacement shipping from Avtec prior to receiving the RMA returned item so that you can get back in service faster.





CERTIFICATION CRITERIA

To receive certification as an Avtec CPP business (Level 1), your organization will be required to:

- Complete Avtec CPP onboarding requirements.
- Complete and agree to a reciprocal nondisclosure agreement with Avtec.
- Retain a technician on staff who has successfully completed the Avtec Administration Course (available online and at Avtec’s training facility).

REQUIREMENTS	LEVEL 1	LEVEL 2	LEVEL 3
<p>AVTEC TRAINED Number of fully-trained staff who have successfully completed the Avtec Administration Course delivered by Avtec. * To retain certification level, one person on staff must have completed the Avtec Administration Course within the last two years.</p>	1	1	2
<p>Number of fully-trained staff who have successfully completed the Avtec Advanced Scout System Administration and Maintenance Course delivered by Avtec.</p>		1	1
<p>JOINT INSTALLATION With Avtec, successfully complete installation which includes site survey, installation, cutover, optimization, and operator training. * To retain certification, an install must be completed every two years from the date of the last successful solo installation.</p>		✓	✓
<p>JOINT STAGING COMPLETION With Avtec, successfully complete staging effort to include configuring system components to establish a “plug-and-play” system when connected to the customer’s network.</p>			✓



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