



Avtec Certified Service Provider Program



consoles you can count on

WHY CERTIFY?

NEW STANDARDS, NEW HORIZONS FOR BUSINESS

For more than 30 years, Avtec has provided radio dispatch consoles for business-critical operations centers. With the fourth-generation Scout console system, Avtec continues its legacy of providing proven, trusted, and reliable solutions to customers around the world.

COLLABORATIVE PARTNERING

Achieving Avtec Certified Service Provider (ACSP) status provides you with the opportunity to take advantage of Avtec's Sales team, expert leads, marketing materials, demonstration systems, and the opportunity to expand into new markets.

One way that Avtec is continuously working to improve its dealer network support system is by adding an Avtec Regional Sales Manager to your team to help with critical business elements such as RFP responses and competitive information.

REPRESENTATIVE OF THE BEST

By achieving an ACSP level your organization is identified as one of the very best in the industry—one who has made the commitment to quality by representing and supporting Avtec products.

COMPETITIVE ADVANTAGE

An Avtec Certified Service Provider has increased access to new markets, accelerated sales cycles, and strategic growth through advanced and continuous training, access to various financial models, and the combined knowledge of the entire dealer network.



ENABLING NEW LEVELS OF PARTNERING

AVTEC CERTIFIED SERVICE PROVIDER LEVELS

Avtec products are designed for mission- and business-critical implementations with individualized configurations across an array of industries. Providing knowledge and guidance to enable our partners' success is a principal goal of this program.

ACSP Levels provide your organization with the knowledge and resources to increase capabilities, extend your expertise, widen exposure to industry markets, and increase the profitability opportunity.





LEVEL BENEFITS

AVTEC PORTAL

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



TROUBLE TICKET STATUS

Access to support system that tracks the status of customer support requests.



AVTEC ONLINE STORE

Access to a wide variety of marketing collateral.



DEALER INSTALLATION

Ability to install Avtec systems commensurate with your ACSP level without being charged for Avtec Services.



DEALER STAGING

Ability to stage and configure Avtec systems commensurate with your ACSP level without being charged for Avtec Services.



TRADE SHOW COORDINATION AND RESOURCES

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



DEMO EQUIPMENT

Includes a Scout system that includes hardware and software console positions that are updated with new software when applicable. The demo equipment is delivered in a hardened Pelican™ case.



RETRAINING

Up to two seats per year at the Avtec training facility.



ADVANCE EQUIPMENT REPLACEMENT

Avtec will ship a replacement prior to receiving the RMA returned item so that you can get back in service faster.





CERTIFICATION CRITERIA

To earn the title of Avtec Certified Service Provider an organization must:*

- Complete all Avtec Channel Partner on-boarding requirements
- Complete and agree to a reciprocal non-disclosure agreement with Avtec
- Retain a technician on staff who has successfully completed the Avtec Administrator Course delivered by Avtec
- Participate in a joint system integration which includes:
 - Site survey
 - Installation
 - Cutover to live operations
 - Optimization of system
 - Operator training

*Completing the listed items attains Bronze level certification



REQUIREMENTS

AVTEC TRAINED

Number of fully-trained staff who have successfully completed the Avtec Administrator Course delivered by Avtec.

1

1

1

2

JOINT INSTALLATION COMPLETION

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.

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.



– ACSP-Bronze is not allowed to stage a system without assistance from Avtec.

ADVANCED COMPETENCY REVIEW COMPLETION

Successfully complete a Q&A session with Avtec staff on advanced radio and Frontier topics. Avtec supplies training materials.



– Partner is responsible for contacting Avtec to schedule and must review and perform Q&A at least every three years.

MINIMUM SALES REQUIREMENTS

Minimum of \$100K in sales or services per annum over previous two years.



QUARTERLY REPORTING

Collaborate with Avtec to generate quarterly sales forecast.



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