Zendesk implementation partner program

Implementation partners

Zendesk builds software for better customer experiences. The Zendesk customer service and engagement platform allows professional services consultants, systems integrators ("SI"), and implementation experts to deliver optimal customer service solutions. Zendesk solutions empower organizations to improve customer engagement and better understand their customers. Our products give organizations the flexibility to move quickly, innovate, and grow at scale. You can customize experiences for your customers and teams and build on the Zendesk platform with our APIs, apps, and mobile SDKs.

The Zendesk platform allows you to configure your clients' use cases to create business process efficiencies. What you can't configure, you can build using our extensive open APIs alongside our flexible App framework.

Connect

Connect your clients to their end customers and help them develop relationships that are more meaningful, personal, and productive.

Build

Build a practice that takes advantage of investments you've already made in the customer service domain, business process re-engineering, application build, integration, UX/UI custom development, and implementations spanning the globe.

Grow

Grow your business by designing custom experiences, delivering implementation services, connecting with integrations, building Apps with our flexible development framework, and using data migration services to ensure your customers move to our best of breed customer service and engagement platform.
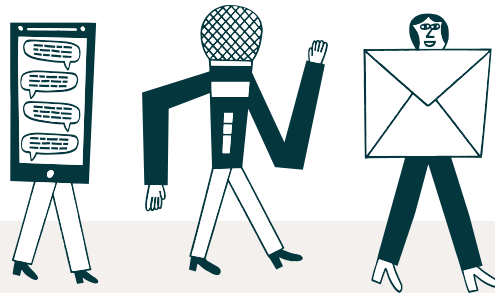
Software to improve customer relationships

Great customer experiences take work. They require knowledge and the tools to get the job done right. That's what Zendesk is for. Our products allow businesses to be more reliable, flexible, and scalable. They help improve communication and make sense of massive amounts of data. Above all, they help you turn interactions into lasting relationships.

The Zendesk Implementation Partner Program is designed for Professional Services Consultants, System Integration (SI) companies, and implementation experts that want to build, launch, and manage custom Zendesk implementations for their clients. Leverage your customer service domain expertise and complex implementation experience to quickly build a professional services practice with a company Gartner placed in the "Leader" quadrant for CRM Customer Engagement Centers.

Incremental rewards as your investments increase

There are two levels to our Implementation Partner Program— Authorized and Premier. For more details on the requirements and benefits, see the table below. Typically, partners start at the Authorized level and move up to Premier as their professional services practice grows. To participate in the Implementation Partner Program, you will need to apply online, agree to build a professional services practice, actively promote Zendesk, and complete the training and enablement requirements.

If you are interested in the Implementation Partner Program, but not ready to meet the program requirements, consider starting with our Referral program. We manage the sales process, you earn generous fees for referring opportunities to us.

We're looking for partners who share our vision, culture, and passion for customer service and engagement to work together to help your clients provide great customer experiences.

Apply online at www.zendesk.com/partners
or email partners@zendesk.com

Requirements

	Implementation Partners	
	Authorized	**Premier**
Apply online	✓	✓
Sign Zendesk Implementation Partner Program Agreement	✓	✓
Actively promote Zendesk	✓	✓
Agree to Business Plan with Goals	–	✓
Designated Partner Practice Manager Engagement Manager	–	1
Number of consultants to complete Product & Best Practice Implementation Training	1	6
Individuals required to complete Certification (Admin or Developer)	1	6
Minimum annual services hours and registered projects	500 to 4,999	5,000 to 15,000
Attend regional Partner Summit	optional	required

Benefits

	Implementation Partners	
	Authorized	**Premier**
Incentives	–	✓
Discount on Zendesk Partner Expert Service or Quality Assurance rates	up to 15%	up to 25%
Partner Engagement Manager	✓	✓
Marketing Funds	✓	✓
Online Product Training	✓	✓
Access to Zendesk Partner Connect	✓	✓
Partner newsletters and webcasts	✓	✓
Use of Zendesk trademarks, logos, & URLs	✓	✓
Zendesk Partner Marketplace Listing	✓	✓