

Business service providers

Zendesk builds software for better customer relationships. It empowers Outsourcers, Business Process as a Service providers, and Business Process Outsourcers to improve customer engagement.

Software for better customer relationships

Zendesk builds software for better customer relationships. It empowers organisations to improve customer engagement and better understand their customers. Zendesk products are easy to use and implement. They give organisations the flexibility to move quickly, focus on innovation, and scale with their growth.

Zendesk was built upon a simple idea: make customer service software that's easy to use and accessible to everyone. The company has expanded on that idea, and now offers a growing family of products that work together to improve customer relationships, and can be embedded and extended through an open development platform.

Our success depends on your success

Our success is dependent on partnering with leading customer service and HR BPOs, IT outsourcers, Business Process as a Service providers, and ecommerce providers. We know that no two outsourcers are alike, so we've developed a program that provides flexible pricing and allows you to increase or decrease your licence usage as needed. The program also offers priority support that meets the unique requirements of outsourcing and the Service Level Agreements you have in place with your clients.

There are two levels—Authorised and Premier. Premier partners earn higher discounts and are eligible for incentives in exchange for their increased level of investment in training and support capabilities. Both levels have access to marketing funds, complimentary online training, and access to Zendesk Partner Connect.

To participate in the Business Service Provider program, you agree to manage customer billing, engage in joint business planning, and complete the training and enablement requirements.

Innovative products and a program designed for Outsourcers offers less risk and lower costs

Zendesk is a flexible platform that can be extended and enhanced, which will allow you to provide differentiated solutions to your customers. Our software as a service model ensures you will take advantage of our continuously improving product and reduce operating costs. Because our architecture allows for seamless integration with client environments, configurations and implementations are quick, enabling faster time to revenue when compared to competitive offerings.

Overall total cost of ownership will dramatically decrease with Zendesk Support. Our simple interface will reduce agent training times, average hold times will decrease, first call resolution rates will improve, and your customers will enjoy improved levels of customer service. Ongoing costs for administering the system, making system changes, and creating reports will also decrease. And you will find that licensing fees and implementation costs are lower than the competition.

If you are interested in partnering with us to differentiate your solution—but not ready to meet the program requirements—you should consider starting with one of our Referral programs. We manage the sales process, and you earn generous fees for referring opportunities to us.

We're looking for partners who share our vision, culture and passion for customer service to work together to improve customer relationships.

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

zendesk partners

We offer a flexible and rewarding partner program framework that provides opportunities to refer, resell, implement, embed, or integrate Zendesk. Choose the program that is right for your business and is consistent with your desired level of investment.

	REFERRAL		SOLUTION PROVIDER		BUSINESS SERVICE PROVIDER	
	Authorised	Premier	Authorised	Premier	Authorised	Premier
BENEFITS						
Discount			●	●	●	●
Referral fee	●	●	●	●	●	●
Zendesk Partner Connect	●	●	●	●	●	●
Use Zendesk marks, logos, and URLs	●	●	●	●	●	●
Online sales training	●	●	●	●	●	●
Online product training		●		●	●	●
Marketing funds				●	●	●
Partner manager		●		●		●
Incentives		●		●		●
Lead distribution		●		●		●
Instructor-led product training				●		●
REQUIREMENTS						
Apply online	●	●	●	●	●	●
Sign agreement	●	●	●	●	●	●
Actively promote Zendesk		●	●	●	●	●
Joint business planning		●		●	●	●
Manage end-customer billing			●	●	●	●
Minimum seats sold per year			●	●	●	●
Provide level 1 customer support				●		●
Service and support enablement						●
Partner sales training	●	●	●	●	●	●
Partner product training		●		●		●
Named partner manager		●		●	●	●