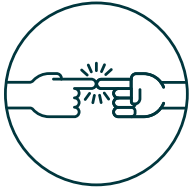# Solution Providers

Zendesk builds software for better customer relationships. It empowers Cloud Service Providers, Systems Integrators, and Value Added Resellers to improve customer engagement and help their clients better understand their customers.

Connect

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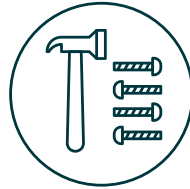
Build

Build a practice that takes advantage of investments you've already made in leading CRM, eCommerce, and Analytics platforms.

Grow

Grow your business by reselling licenses, designing custom experiences, and delivering implementation and data migration services.

Software to improve customer relationships

Good relationships 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. Zendesk products give organizations the flexibility to move quickly, focus on innovation, and scale with their growth.

The Zendesk Solution Provider Program is designed for Cloud Service Providers and Systems Integrators that want to resell Zendesk's growing family of products, design custom experiences, and manage complex implementations. Leverage the investments you've made in leading CRM, eCommerce and Analytics platforms to quickly build a customer engagement 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 Solution Provider Program— Authorized and Premier. Premier partners enjoy higher discounts and are eligible for incentives in exchange for their increased level of investment in training and client support. Both levels have access to marketing funds, complimentary online training, and Zendesk Partner Connect. Typically, partners start at the Authorized level and move up to Premier as their Zendesk business grows.

To participate in the Solution Provider program, you apply online, agree to manage customer billing, actively promote Zendesk, and complete the training and enablement requirements. If you are interested in the Solution Provider 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 to work together to improve customer relationships. Join us by applying online and adding Zendesk to your cloud portfolio.

Apply online at www.zendesk.com/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	
	Authorized	Premier	Authorized	Premier	Authorized	Premier
BENEFITS						
Discount			●	●	●	●
Referral fee	●	●	●	●	●	●
Zendensk 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		●		●	●	●