



HUAWEI ENTERPRISE SERVICE PROGRAM

CERTIFIED SERVICE PARTNER (CSP)

ATLAS GENTECH & HUAWEI ENTERPRISE
SERVING YOUR BUSINESS IN A BETTER WAY



A photograph of three business professionals in a meeting. A man in a dark blue suit and tie is smiling and looking towards the camera. To his left, a woman with blonde hair is smiling and looking at him. In the foreground, the arm and hand of another person in a light blue shirt are visible, resting on a table with a glass of water and a smartphone. The background is a bright, out-of-focus office setting with vertical blinds.

YOUR ENTERPRISE
NETWORKING PARTNERS

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ATLAS GENTECH & HUAWEI ENTERPRISE

Huawei's next generation enterprise technology is now available in New Zealand as the world-leading ICT company has partnered with technology distributor Atlas Gentech.

Huawei Enterprise is the company's newest business group, officially formed in 2011, but it has already established itself as a major global force in the enterprise space, benefiting from Huawei's vast telecoms experience and commitment to R&D.

Atlas Gentech has supported New Zealand businesses since 1972 and has a nationwide network with its own sales teams, technical support teams, warehouses, showroom facilities and mobile showroom.

Atlas Gentech Managing Director, Steve Varney, said Huawei Enterprise was a fantastic addition to his company's product range, providing customers with complete end-to-end solutions.

"We can now provide a full technology infrastructure, from the phone systems, security, and video conferencing components, right through to the network equipment it all runs on.

"Huawei's end-to-end portfolio is a big advantage as it lets us offer a single brand with a one-stop-shop support system in place and even keep it to a single SLA in many cases, which makes life easier for our customers."



OVERVIEW OF SERVICE

The Huawei Enterprise Service Program is open to all ICT channel partners who are interested in Huawei Enterprise solutions. The program specifically aims to enhance channel partners' service capabilities and offer high-quality services to customers through the channel partnership.

Huawei is the world's largest ICT vendor, serving more than one third of the world's population, with products and services deployed in over 140 countries and revenues of US\$39.6 billion in 2013. The company's success has been built on its dedication to R&D with US\$5.5 billion invested during 2013 and more than 70,000 of the 150,000 global staff committed to R&D.

Huawei Enterprise follows the company's firm dedication to customer-centric innovation. The technology strategy in the enterprise domain focuses on close cooperation and integration with partners to deliver a wide range of highly efficient ICT solutions and services that are based on a deep understanding of customer needs. It has a broad portfolio of innovative ICT solutions that cater to global vertical industry and enterprise customers across government and public sector, finance, transportation, energy, large enterprises, and small and midsize enterprises (SMEs).

Huawei New Zealand is the latest region to launch Huawei Enterprise, with a rapidly expanding team of experienced channel managers and support staff with local market knowledge, backed up by Huawei's global experience.

Atlas Gentech has three branches throughout New Zealand (Auckland, Wellington and Christchurch). We have a large team of Account Managers (24) and technical support expertise, and believe in continually astounding customers with our depth of knowledge and responsiveness.

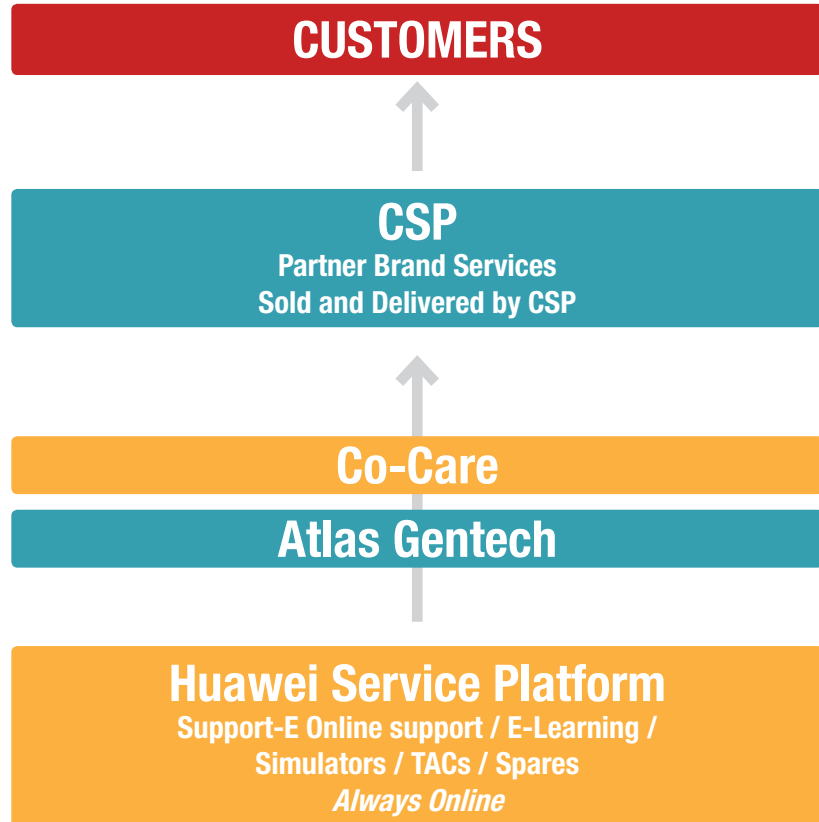
SERVICE STRATEGY

The Huawei service strategy is to provide a collaborative model of service for customers.

Huawei supports Certified Service Partners (CSPs) in building their own partner-branded services that partners sell and deliver to customers—by transferring most of the service value to partners (service ownership, revenue and profit).

We believe this is a significant point of difference to other vendors. Major competitors sell and deliver their vendor branded service direct to customers; in direct competition with channel partners.

By becoming a CSP, partners have the ability to sell and deliver their own service so that they reap the rewards.





BENEFITS OF HUAWEI SERVICE STRATEGY FOR CSP

Support contracts represent a major revenue stream and profit driver for an ICT business.

While other vendors are pushing their vendor branded services to customers and are competing directly with partners, Huawei is going about things differently.

How you will benefit from partnering with Huawei as a CSP:

- Leverage Huawei's technical strength and service platform
- Sell and deliver your own branded service
- Maximise your service sales and profit
- Extend your brand influence on the market
- Differentiate in the marketplace
- Enhance customer loyalty to your brand

Partners are incentivised to grow their business with Huawei; a national service network with local representation is created, and customer intimacy is heightened for a better overall customer experience with the Huawei solution.



HUAWEI SERVICE CERTIFICATION PROGRAM CERTIFIED SERVICE PARTNER (CSP)

The Huawei Service Certification Program (HSCP) is a program that establishes the rules for governing the service relationship between partners and Huawei. Channel partners can join the HSCP and become qualified as Certified Service Partners (CSPs).

This program enables CSPs to collaborate and grow together with Huawei, provide customers with better services, and improve customer satisfaction.

CSP Certification

CSP certification is provided by Huawei to certify the service capabilities of channel partners. There are three levels of CSP: 3-star, 4-star and 5-star.

Service Authorisation

CSPs are authorised to purchase Huawei Co-Care maintenance services and to sell and deliver their own services.

Channel Partner Enablement

Huawei provides various enablement activities for channel partners, including career certification, specialist certification, product training, process training, service sales training, project management training, and first-order support. Channel partners can select training methods based on their business requirements. Training includes Instructor-Led Training provided by Huawei, Huawei's e-Learning platform, or remote training courses.

Service Support

Huawei offers support for channel partners' businesses.

- **Service Sales Support:** Huawei provides experts to support channel partners as they bid for key projects. They will help channel partners review their project solutions and clarify customers' questions.
- **Service Delivery Support:** With over 20 years' of practical experience in the ICT industry, Huawei can provide professional delivery guidance for channel partners, including technical support process, engineering service process, on-site service standards, and more. In certain instances Huawei can provide on-site or remote first-order support. For major operations such as cut-overs and large-scale upgrades, Huawei helps channel partners review their solutions and offers real-time remote quality assurance.
- **Service Platform Support:** Globally Huawei has 45 training centers, 12 TACs that can offer technical support in 11 languages, and over 130 spare part centres that provide outstanding support for channel partners. For NZ in particular, there are 6 spare locations and an English speaking TAC for 24x7 support.



CSP CERTIFICATION

CSP certification is provided by Huawei to certify the service capabilities of channel partners. Certification measures channel partners' service qualifications and provides the basis for channel service management and incentive policies.

1. CSP Certification Rules and Criteria

CSP Certification Rules

There are three levels of CSP: 3-star, 4-star, and 5-star. The higher the star grade, the stronger the service capabilities of the CSP.



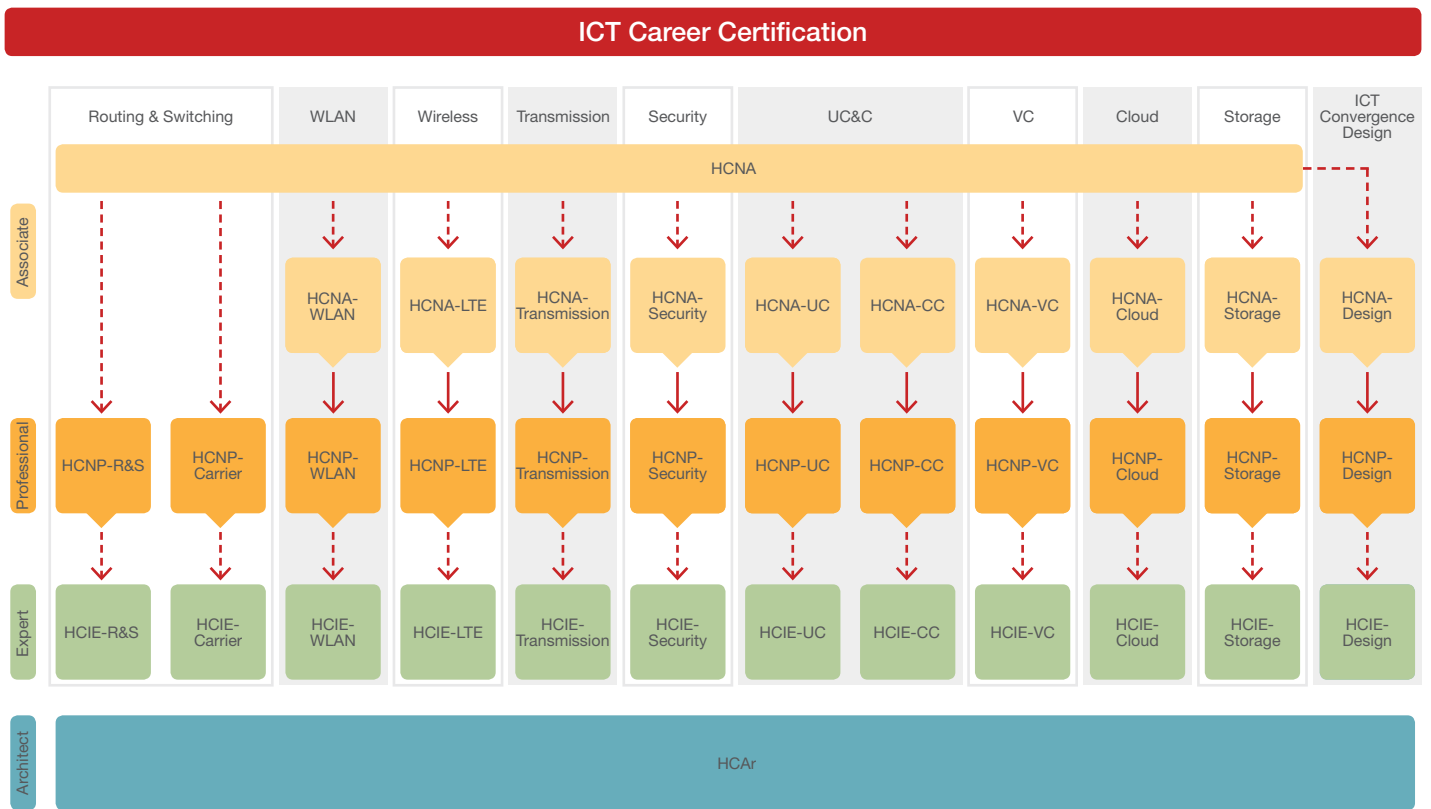
CSP certification includes certification for approximately 10 different product domains. The product domains are shown below. Channel partners can select CSP certification for one or more product domains according to their business and capability development plans.

Important note: In NZ we will initially launch training and certification for two major product domains - Networking and Server & Storage.

We will offer a fast-track program which is designed for engineers with equivalent competitor certifications. Engineers can become Huawei certified in just 3 days.

Two major HCNA certifications:

- HCNA-HNTD - Huawei Certified Network Associate - Huawei Networking Technology and Devices - 3 day Fast-Track Training
- HCNA-Storage Huawei Certified Network Associate - Build Storage System Network - 3 day Fast-Track Training



CSP Certification Criteria

Criteria	CSP Criteria		
	3-Star	4-Star	5-Star
1. Basic Requirements			
Have been granted the authorization to resell equipment before the application date	yes	yes	yes
2. Staff Requirements (minimum requirements)			
Number of HCNA engineers or equivalent competitors' certification	1	1	1
Number of HCNP engineers or equivalent competitors' certification	-	1	2
Number of HCIE engineers or equivalent competitors' certification	-	-	1
3. Organization Assurance			
Has a customer service Hotline	Yes, 8*5	Yes, 24*7	Yes, 24*7
Has a Test Lab for replication of customer reported issues	No	Yes	Yes

- Basic Requirement: Registered as a Huawei partner and authorised to resell.
- Staff Requirements: Certified personnel skill requirements for each product domain are measured by the number of certified engineers for each domain. For example, to apply for a Server & Storage 3-star CSP, the applicant must have one HCNA-Storage engineer.
- Platform Requirements: 3-star CSPs must provide an 8x5 service hotline. 4-star or 5-star CSPs must provide a 24x7 service hotline and a dedicated engineer to answer technical service calls, handle dispatching, tracking, recordkeeping, and escalations.

2. CSP Certification Process

- 1** Register online to be a Huawei partner. Your Atlas Gentech account manager can help with this process.
- 2** Apply to join the CSP program. Your Atlas Gentech account manager can help with this process.
- 3** Sign CSP agreement online.
- 4** Have your engineers undertake HCNA training and certification and apply for CSP certificate.

3. CSP Review

Channel partners' CSP qualifications are reviewed regularly (usually annually) to ensure a good ecosystem for channel partners.



HUAWEI CO-CARE SUPPORT OFFERING

WHAT IS CO-CARE?

Co-Care is a maintenance service provided by Huawei to CSPs (please refer to the Co-Care Service Description in the Appendix for more details).

Co-Care is partner-facing as it is sold and delivered to CSPs. Whereas CSPs sell and deliver their own branded support service to customers.

- Co-Care provides CSPs 24x7 Level 3 technical support, access to technical information and software downloads, and advanced hardware replacement.
- CSPs sell and deliver their own branded support service to customers. This complements the Co-Care support service provided by Huawei i.e. Level 1 / Level 2 technical support and on-site support.

HUAWEI & CSP DELIVERABLES

Service Item	Service Offering	CSP	Huawei
Helpdesk	Helpdesk (L1/L2) to End User	✓	
	Helpdesk (L3) to CSP		✓
Remote Technical Support Service	L1/L2 Remote Technical Support to End user	✓	
	L3 Remote Technical Support to CSP		✓
Software Update	Software Update to End User	✓	
	Software Update to CSP		✓
Website Support	Website Support Service to CSP		✓
On-site Service	Onsite service to End User	✓	
Hardware Support Service	Hardware Support Service to End User	✓	
	Hardware Support Service to CSP		✓

CO-CARE SLAs

Service	Service Item	Co-Care SLAs		
		Standard	Enhanced	Premier
Remote Support Services	Help Desk	24x7	24x7	24x7
	Remote Troubleshooting	24x7	24x7	24x7
	Online Technical Support	Yes	Yes	Yes
Software Support Services	Software Update	Yes	Yes	Yes
Hardware Support Services*	Hardware Advance Replacement	9x5xNBD	9x5x4H	24x7x4H



CAN YOU PURCHASE CO-CARE IF YOU ARE NOT A CSP?

If you are not a CSP - you can resell product, but you cannot buy Co-Care. For any non-CSP channel partners, you will be able to resell an Atlas Gentech facilitated support contract.

For more information please contact your Atlas Gentech Account Manager.



YOUR ENTERPRISE NETWORK PARTNER

For more information please visit: <http://enterprise.huawei.com>



ATLAS GENTECH
DATA COMMUNICATIONS SECURITY

Atlas Gentech (NZ) Limited
76 Carbine Road, Mt Wellington, Auckland 1060
0800 222 220 | www.atlasgentech.co.nz
www.linkedin.com/company/atlas-gentech-nz-ltd | twitter.com/Atlasgentech

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