

HCL Software Partner Solution Agreement Overview

October 2019



Executive Summary

Purpose of this Guide

This guide provides an overview of the HCL Software Partner Solution Agreement (PSA) and how it works. It is designed to be a reference resource to implement and manage your PSA throughout the life the agreement

Intended Audience

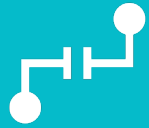
This guide is intended for Partners who are considering alternative business arrangement to drive innovation and growth in effort to deliver greater client value. This guide includes information for Solution providers who are considering and PSA and need to understand

- Agreement options with HCL Software
- Eligibility requirements
- Agreement Terms
- Benefits and Resources

Content in this guide is subject to change. Please check HCL Software Partner Connect for the latest version of the guide.



Determining which HCL Software Agreement fits your go to market strategy



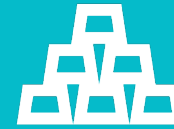
► Apply for the **Partner Solution Agreement** if you

- Build an on-premise solution
- Create a solution to be licensed by customers
- You will deliver a solution including HCL products and related services and support as a service



► Apply for the **Managed Service Provider Agreement** if you

- Perform a service using HCL offerings for the benefit of the client (client does not take license)
- Provide hosted services for HCL products



► Use the **Master Reseller Agreement** if you

- Resell HCL branded product
- Resell HCL branded product to a client and performing the services in support of the product (client takes license)



► Use the **Master Reseller Agreement Service Attachment with the MRA** if you

- Resell HCL branded product to a client and performing the services in support of the product (client takes license)

Partner Solution Agreement at a glance

Terms	Pricing
<p>The agreement terms are constructed based upon the solution. Upon expiration you may renew.</p> <p>You will provide L1 and L2 support for the solution</p> <p>HCL will provide 12 months notice for the withdrawal of product</p> <p>You may terminate the contract with 30 days written notice</p>	<p>Pricing is aligned to your solution with flexible options to support your business strategy</p> <ul style="list-style-type: none">• Purchase up front with commitment• Purchase on demand with commitment• Purchase on demand with no commitment
Activation	Benefits
<p>After completing your Partner Solution Agreement</p> <ul style="list-style-type: none">• Connect to HCL Software download site to ensure you have the current release of the product.• Register on the HCL Support site to manage any L3 requests that may arise.• Provide a copy of your logo and marketing material to the HCL Partner team to include in the solution directory.	<p>Access to innovative technology to customize your solutions and get to market faster and more cost effectively</p> <p>Access to technology HCL SMEs to help you with your overall solution design.</p> <p>Flexible terms and volume pricing to deliver the greatest value to your clients while aligning to your business strategy</p>

The HCL Partner Solution Agreement Overview

Agreement	Eligibility Requirements
<p>The Partner Solution Agreement (PSA) allows HCL Partners to leverage HCL Software as a component in your branded solution. The PSA provides a flexible approach to including HCL products when meeting the solution value add requirements.</p> <p>PSA Structure</p> <ul style="list-style-type: none">• Base Agreement – Relationship terms (Offering agnostic)• Product specific license – Product specific terms• Transaction Document (TD) – HCL Offerings, Term, Pricing, Solution Name/Description <p>The PSA is not complete until there is a signed Base Agreement and TD. The Base and attachments make up the relationship and it is the approved and executed Transaction Document that indicates an active original Partner Solution Agreement.</p> <ul style="list-style-type: none">• Partners with MRAs who wish to enter a PSA must demonstrate how they will keep product sales and solution sales separate and distinct• Partner must agree to audits of the solution and solution sales as part of the PSA	<ul style="list-style-type: none">• All Partner types are eligible to participate• Partner must have a qualified solution and go to market plan• Enough support resources to provide L1/L2 support• Meet credit qualifications• The Value-Add components must be described in writing and verified by HCL.• The offering must be created with HCL Software and value-add components so they cannot be decoupled and sold individually.

Value Add Definitions - Solutions

Eligible Value Add	Ineligible Value Add
<p>The following attributes qualify as Value-Add when combined with the HCL product(s) delivers unique functionality from the HCL product(s) that is commercially available</p> <ul style="list-style-type: none">• Integration or embed with unique code• Integration or embed in a commercially packaged product• Integration into a commercially offered "replicable" service <p>All PSA Solutions must be offered as a single combined offering with a single combined price.</p>	<p>The following attributes do not qualify as Value Add</p> <ul style="list-style-type: none">• Solution that can be separated/decoupled from the Partner branded solution or service.• Solution in which the HCL end user product license is offered• Providing L1/L2 Support alone.• White-labeling (private label in which function does not change).• Custom implementation, provisioning the installation or other such implementation services by the Partner• Hosting and managed service alone (see MSP agreement if this your model)

Value Add Definitions – Services

Managed Services as part of a Solution

The Value Add specified may be software, infrastructure, remote access management, asset management, end-point management, application integration, or other services that the Partner includes as part of the Hosted Embedded Solution to provide a Managed Service to End Users.

To qualify for a services based PSA, the Partner must add at least 20% of the HCL offering cost in value added billable services to qualify as an PSA attachment, otherwise it is an MSP.

Qualifying Managed Services

- Managed data or managed application service
- Application performance management services
- Managed application integration services
- Partner's application as a managed, hosted service
- Third party application as managed or hosted services
- Develops and provides workflow as part of the Managed Services
- Develops and provides process management as part of the Managed Services
- Defines and manages policy settings as part of the Managed Services
- Develops and provides a portal interface for the Managed Services

Participating in the HCL Software

How to get started

Register through HCL Software Partner Connect

Enroll as an HCL Software Partner to gain access to HCL Software systems. Click and accept the HCL Software Partner Pack to gain access to HCL Software to begin your solution development and testing. Continue to use the software to create Proof of Concepts as a means to market test your solution and continue innovating.

Build your HCL Solution plan

Connect with a HCL Software Product Specialist to construct the PSA transaction document including the qualified value added solution, product schedule, terms and pricing. See Value Added Solution qualifications to ensure your solution meets the required attributes. If you do not have a contact and are interested in pursuing a PSA, please contact us at hclpartnerconnect@hcl.com

Prepare you technical support team

You are responsible for providing technical support to end users for your Solution including the HCL products built into your solution .

Prepare your customer contracts

Partners with a PSA are responsible for representing the HCL end user terms and use rights in their customer agreements.

Eligible Products

All HCL Software products are available through the Partner Solution Agreement. Go to [HCL Software](#) for more information on our top selling products including

- Atlas
- AppScan
- BigFix
- Commerce
- Connections
- Digital Experience
- Domino
- Leap
- Notes
- Sametime
- Verse
- Unica