The Power of the Partner Network

Karl J. Huber, Jr. Senior Manager – Global Partner Program & Operations Tuesday – October 8, 2013



Progress Partner+ Program Today

World class programs with more than 2,000 partners Global eco-system spanning numerous business and technology sectors Opportunities for SMB to Fortune 100 Global players All incorporate Progress products to develop innovative software and services

Partner+ Program at a Glance

- Marketing and **Planning**
- Partner Development Funds
- Press Release **Templates**
- Solutions Directory
- Newsletter

Marketing



- Marketing Savvy
- Business Solutions
- Technical Assessments
- Executive **Sponsorship**

- Comprehensive, individual training online and classroom
- Dedicated 24/7 Portal
- **Exclusive News and** Communications

Empowerment



Enablement



- Progress Developer Network
- SupportLink Portal
- Full Documentation
- Support Forums
- **Exclusive Beta Programs**

Technical



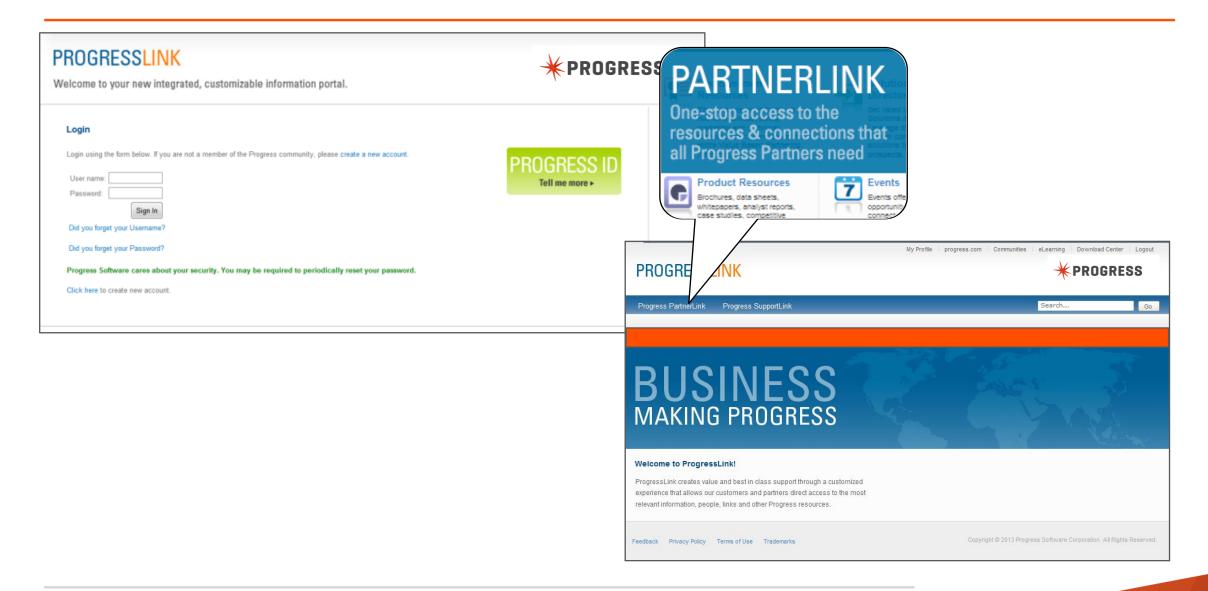
- **Business Workshops**
- **Business Planning**
- Sales Strategy Sessions
- **Target Partner** Initiatives
- Flexible Licensing

Business Growth



Agenda

- PartnerLink The Front Door
- Partner Empowerment & Enablement
- Partner Marketing Resources
- Partner Business Plans
- Powered by Progress
- Global Solutions & Partners Directory (GSPD)
- Partner NewsEdge
- Progress.com & the Partner Public Web Site
- The Progress Community



PartnerLink Content

Your online home for Progress resources is just a click away

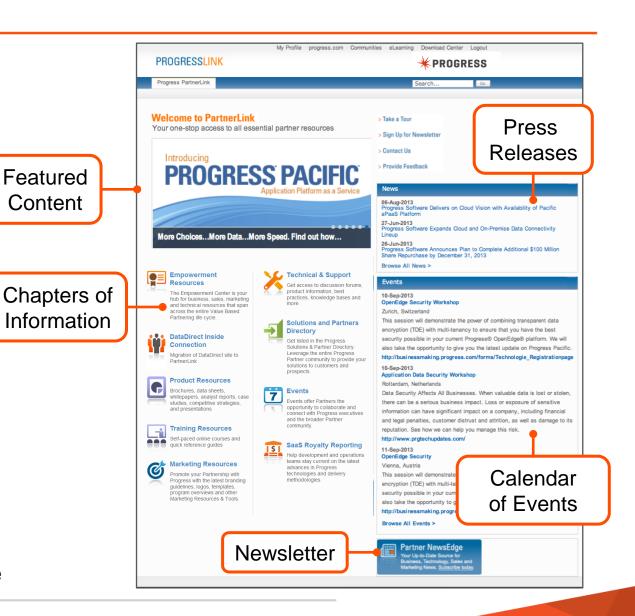
One-stop access to the resources and connections that all Progress Partners need to successfully develop deploy and market competitive business solutions

Visit often

Resources for all Progress products are updated to ensure the latest information is always available

Give us your feedback

- Goal: provide Partners with a valuable experience
- Your input is critical. Please use the feedback link found at the bottom of every resource page



PartnerLink Content

Featured content

















PartnerLink Content

GET ONE-STOP ACCESS TO THE LATEST PARTNER RESOURCES, PROGRAMS AND MORE

EMPOWERMENT RESOURCES

Your hub for business, sales, marketing and technical workshops, resources and tools.

BUSINESS PLANNING & BEST PRACTICE WORKSHOPS

- > Discover new growth opportunities
- > Expand geographically
- > Develop your channel
- > Plan for a M&A
- > Build solutions that achieve the highest levels of customer satisfaction
- > Explore pricing and licensing options

SALES & MARKETING TOOLS & WORKSHOPS

- > Develop a strategic marketing plan
- > Create effective sales demonstrations
- > Position to win against the competition
- > Craft powerful market messages

TECHNICAL RESOURCES & DELIVERY METHODOLOGIES

- > Modernize your OpenEdge application
- > Develop a custom concept demonstration
- > Develop multi-tenant applications that are more cost-effective, flexible and secure
- > Get the latest OpenEdge Reference Architecture

TRAINING RESOURCES

Critical training and skill development resources for developing and delivering competitive solutions

- > Curriculum paths by role or product
- > Product Quick Reference Guides

MARKETING RESOURCES

Promote your Partnership and raise your market awareness

- > Powered by Progress Partner logos and usage guidelines
- > Corporate and product factoid brochures
- > Progress and Partner joint marketing activities and programs

PRODUCT RESOURCES

- > OpenEdge
- > Rollbase
- > Corticon
- > Pacific
- > DataDirect

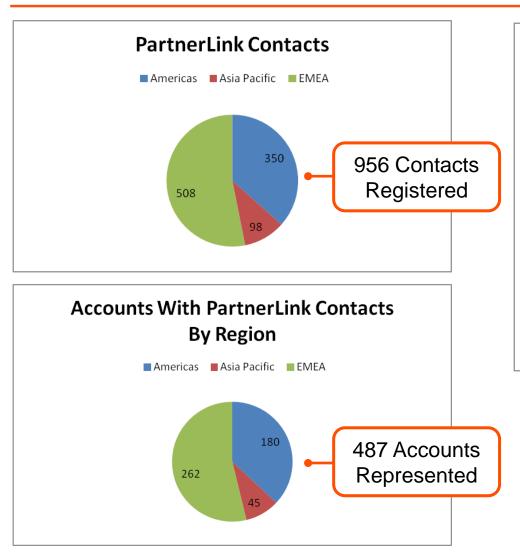
Support your go-to-market activities and programs with the latest Progress product information.

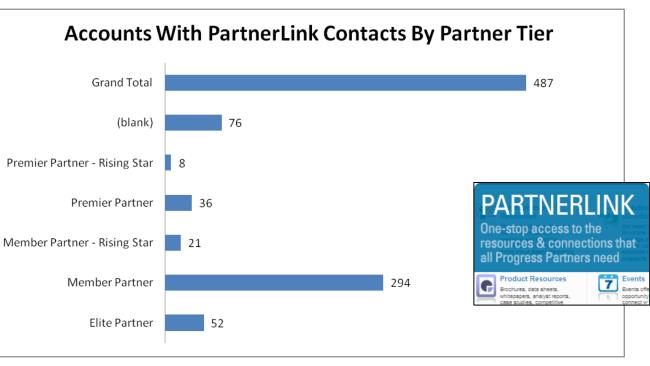
- > Analyst research and reports
- > Product brochures and data sheets
- Partner and customer case studies
- > Presentations
- Competitive strategies
- > White papers

MORE PARTNER RESOURCES

- What's Trending—gain insight on emerging market trends and tools, such as Cloud, SaaS, Mobility, Big Data and more
- > SEO Assessments optimize your website performance
- > Win/Loss Interviewing Services—find out what your customers really think of you
- Featured Case Study Program—get the recognition you and your customers deserve
- Joint Press Releases raise your market and industry awareness
- Joint Case Studies—a key sales tools that calls out your customer's success
- Solutions & Partner
 Directory—locate and get information about other Progress Partners

PartnerLink Membership





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Comprehensive Enablement and Empowerment



Partner Program

- Requirements
- Business Strategy
- Subject Matter Experts

Corporate Marketing

- Go-to-Market
- Positioning
- Marketing Strategy

Product Domains

- Product Knowledge and Skills
- Documentation
- Validation Criteria

Empowerment:

Business skills and strategy for growth

Enablement:

Teaching partners about vendor technologies and business

Partner Empowerment & Enablement

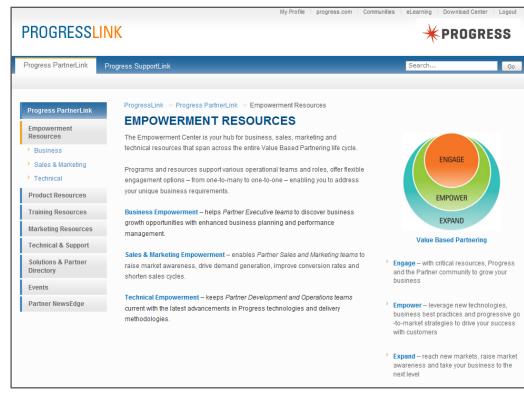
Partner Empowerment

- Key to your success could involve knowledge development in addition to our products.
- Empowerment is about giving you the training, tools and knowledge to help your business grow and be successful.

Partner Enablement

- Key to your success when developing, selling and delivering your Progress-based applications is a high level of confidence and competence in our products and solutions.

Our Enablement programs deliver comprehensive training relevant to each business and delivery model.



Based on your Program level, you have access to content developed to provide you with practical in-depth knowledge of Progress Software products as well as how to develop and support your applications with customers.

SaaS/Cloud – 3 Part Webinar Series



SaaS/Cloud is rapidly becoming one of the hottest trends in software development, but with it comes unchartered territory for many businesses.

Sales Compensation for SaaS Providers

- How to align sales behavior to corporate goals
- Tips and best practices for compensating your sales force
- Ways to rethink your sales team; roles & responsibilities to adapt to SaaS

Pricing your SaaS Application

- SaaS pricing best practices
- How to align price with customer value
- The revenue potential with SaaS
- How SaaS applications can sell themselves

Exporting your SaaS Application in Emerging Markets

- The challenges and opportunities in entering new markets
- Identifying and targeting new markets with your SaaS offering
- Tips for creating a SaaS application that appeals internationally

SaaS Webinar Seri



Business

Sales & Marketing

Empowerment Resources

Progress PartnerLink

Technical

Sales Compensation for SaaS Providers:

Many companies find it hard to manage and administer compensation for SaaS sales professionals. This session will show how with a SaaS model, numerous variables need to be taken into consideration such as annual versus total value of the contracts, setting quotas and representative segmentation.

Pricing your SaaS Application:

SaaS requires a completely new way to think of things like pricing models and application development. This session walks you through options to understand the available pricing models to align your SaaS application with overall business goals.

Exporting your Saas Application in Emerging Markets:

ISVs looking to expand their reach and create new revenure streams can do so quickly by changingg to a SaaS business model. SaaS applications provide the opportunity to create customized solutions for local markets and specialization in industries previously untapped in emerging markets.

Amazon Web Services (AWS) – 3 Part Webinar Series



Amazon Web Services (AWS)

- Provides extensive global reach for Progress APs/ISVs to deploy their SaaS applications and reach customers more easily
- Offers a secure and scalable infrastructure web services platform in the Cloud allowing users to pay for only what is used
- The 3-part webinar series designed just for partners, Progress staff and AWS answers the following questions:
 - Who is AWS
 - Best Practices for OpenEdge & AWS Security
 - Disaster Recovery & High Availability

Amazon Web Services - Webinar Series



- Session 1 Intro to AWS (Amazon Web Services)
 - What is AWS
 - o Why People Choose AWS
 - Who else is using it
 - o Benefits and Value of using the Public Cloud
 - Pricing of AWS
- Session 2 Best Practices for OpenEdge and AWS Security
 - Controls
 - Best Practices
 - Things you need to know
 - Policies & Controls for you to share with your prospects/customers
- Session 3 High Availability and Disaster Recovery in the Public Cloud
 - Understanding the different zones
 - What is the SLA and how do you manage to it
 - Data recovery and Backup best practices
 - Keeping your App secure/available in AWS



Marketing Enablement – 3 Part Webinar Series



Quick 30-minute on-demand sessions discussing some of the hottest marketing trends

- Social Media, Content and the Magic of Marketing:
 - Outline the keys to a successful, content-driven marketing program
 - Examine social media and social networking platforms

Inbound Marketing 101:

- Discussion points
 - the importance of creating and sharing content,
 - best practices for driving people to your website
 - How inbound marketing can attract qualified prospects to your business

Modern Marketing:

- What is marketing automation & benefits it can bring to your organization
- Lead nurturing & its impact on sales and marketing

Marketing Enablement -Webinar Series

FRESH GROUND

Social media, Content and the Magic

Marketing - Content is the key to social media success, but getting it right -- and not spending you life developing it -- is not easy. This webinar will outline the keys to a successful, content-driven marketing program. Click here to view this important

HubSpot

webinar.

Inbound Marketing 101 - Click to join

this session that discusses the importance of creating and sharing content, best practices for driving people to your website and how inbound marketing can attract qualified prospects to your business.

eloqua.

Modern Marketing - Listen to this ondemand recording as Eloqua presents the first in our series of marketing enablement webinars. Designed as a 30 minute session, the Modern Marketing webinar will discuss what marketing automation is and why you should use marketing automation tools.

Empowerment Resources

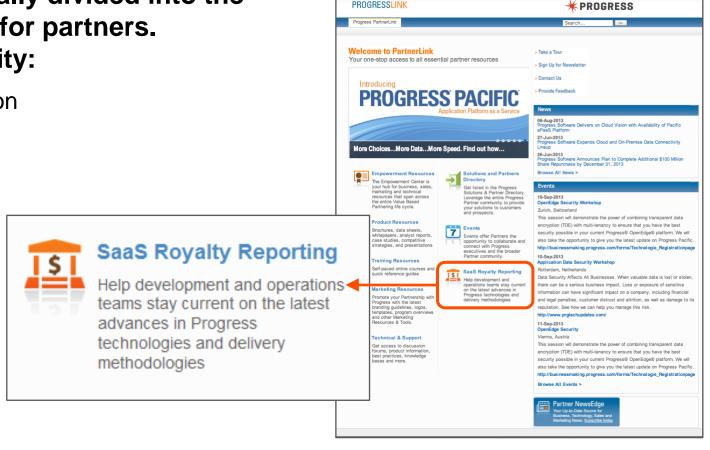
- Business
- > Sales & Marketing
- Technical

SaaS Royalty Reporting Application (SaaS RR)

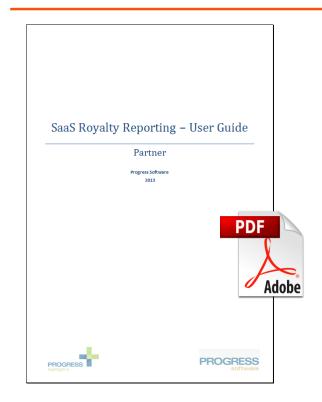
2014 – Use SaaS RR application to report royalty payable to Progress

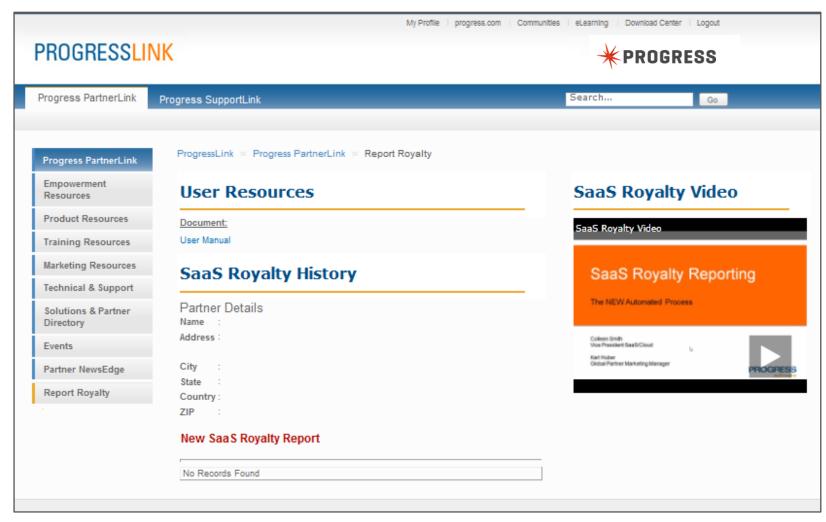
This SaaS RR application is basically divided into the various activity based usage flow for partners. Perform any of the following activity:

- Login into Royalty reporting application
- Create SaaS Royalty report using predefined excel template
- Create SaaS Royalty report by adding rows Manually
- Create SaaS Royalty report from previously submitted report
- Resubmit Problematic reports
- View and download submitted SaaS Royalty reports

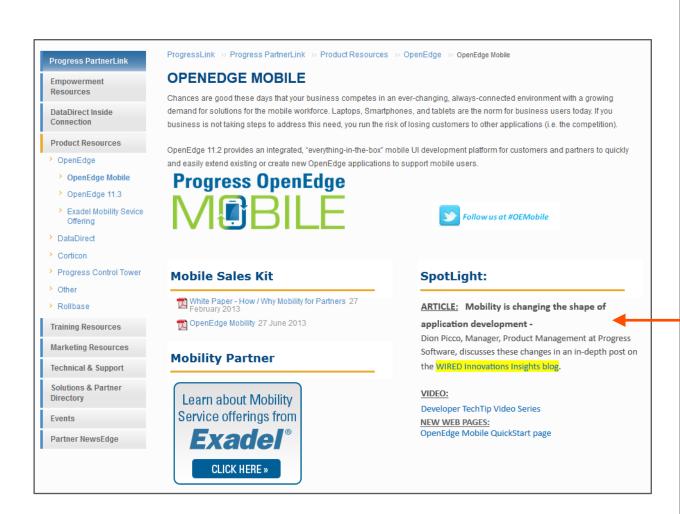


SaaS Royalty Reporting Application (SaaS RR)





Product Resources



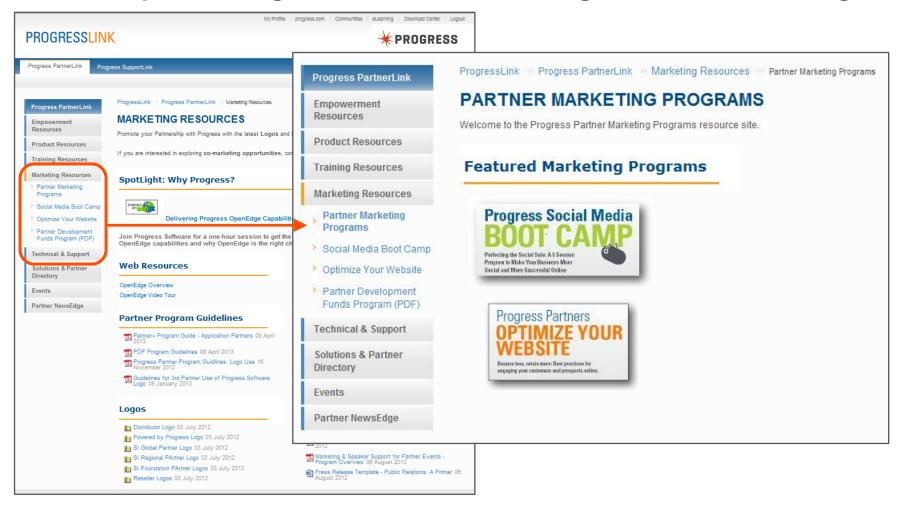


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Marketing Resources

Promote your Partnership with Progress with the latest Programs, Tools and Logos



Partner Marketing Programs

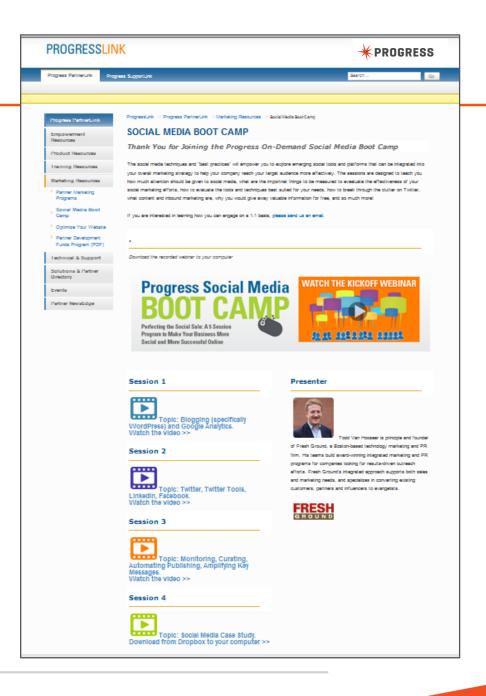
The Progress On-Demand Social Media Boot Camp



- Learn how social media techniques and best practices can empower you to explore
- Integrate into your overall marketing strategy to help your company reach your target audience more effectively.

emerging social tools and platforms

- Watch the kick-off on-demand webinar to learn more about the aspects of social media
- Watch any of the 4 sessions, each focused on a particular aspect of social media



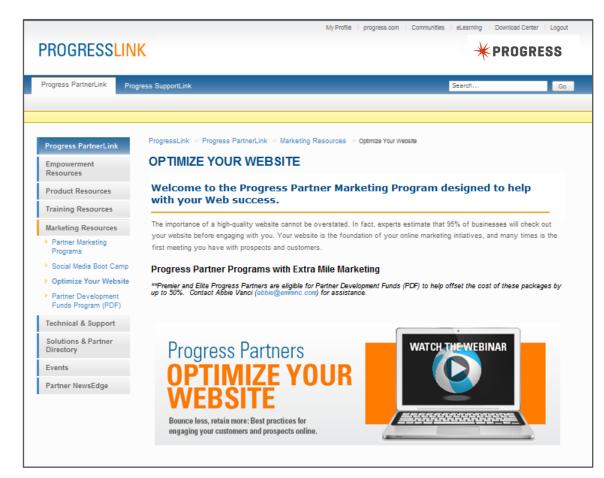
Partner Marketing Programs

Optimize Your Website with



Progress and Extra Mile

- Learn best practices for engaging your customers and prospects online.
- Watch this <u>on demand webinar</u> to find out how you can engage with Extra Mile Marketing
- Progress Programs with Extra Mile
 - Website Evaluation
 - Marketing Framework Creation
 - Improve your existing collateral
 - Execute improvements to your marketing strategy



Use Partner Development Funds (PDF) to help offset the cost of these programs

Partner Development Funds (PDF) Program

- Designed to assist our business partners in building new relationships and to increase Progress revenue streams through co-branded marketing activities and co-sponsored events promoting Progress and its product line
- To be eligible to receive PDF, a Partner must be:
 - An authorized Progress partner in good standing
 - In the current Progress Partner program (at a tiered partner level, eligible for PDF).
 - Elite, Premier and Rising-Star tier levels meet eligibility.
 - Partner Business Plan (PBP) required.
 - Or have other forms of partner agreements with Progress approved by the legal department of the company



Partner Development Funds (PDF) Program

Eligible marketing activities

- Advertising/media/PR—Print and online material that includes catalogs, newsletters, signs and banners, radio, and surveys
- Collateral/literature—Brochures, data sheets, and white papers for partner events
- Incentives—Sales rep incentives (SPIFs), promotional contests, and giveaways
- Lead-generation activities—Direct mail, flyers, brochures, list acquisition, demand-generation campaigns, and telemarketing
- Program marketing—Designated partner programs targeting select focus
- Seminars/events—End-user demand generation, customer training/awareness, industry trade shows, and end-user trade shows
- Training/certification— sales, technical, and program training (but not travel or expenses associated with these events)
- Web marketing—Banners, landing pages, templates, invites, and placement fees; web presence or sponsorship fees
- Other—Requires Progress vice president approval

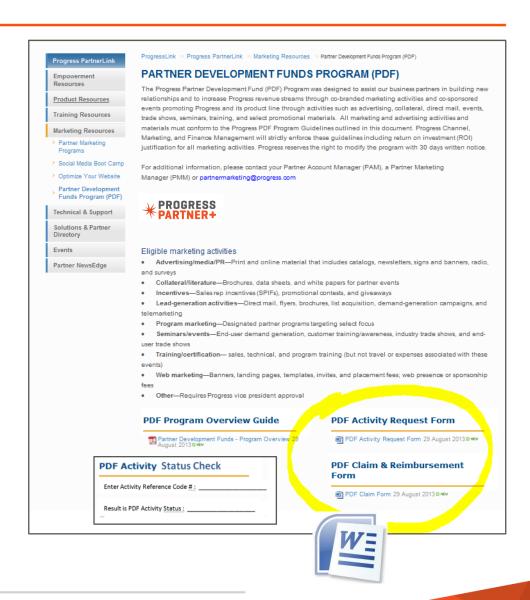
Partner Development Funds (PDF) Program

How to request PDF via PartnerLink

- Download Activity Request Form (.doc)
- Complete required information
- Submit to Partner Account Mgr (PAM) and Partner Marketing Mgr (PMM)

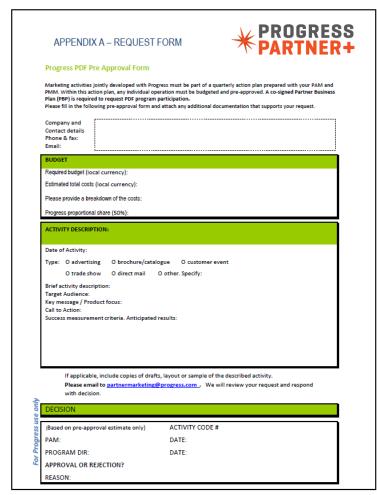
How to request PDF reimbursement via PartnerLink

- Once approved, and completion of program project implementation and execution, Partner will
- Download Claim & Reimbursement Form (.doc)
 - Attach all Proof of Performance documentation
- Submit to Partner Account Mgr (PAM) and Partner Marketing Mgr (PMM)

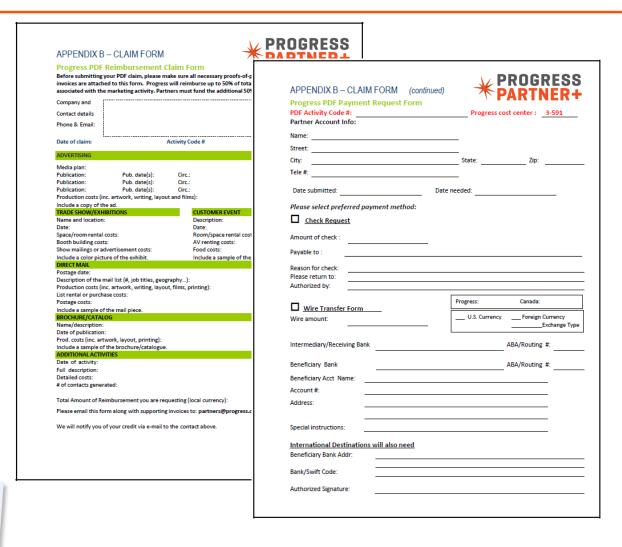


Partner Development Funds Program (PDF)

Partner Development Funds Program







Partner Development Funds Program (PDF) – Next Release...

Offer Online Activity Request and Claim / Reimbursement forms

Selecting the link will now present individual PartnerLink Forms for the user to complete and submit online.
 Also offer an option to print off the Form.
 We can also offer the user a way to check on PDF.

PDF Activity Request Form 29 August 2013 ™ NEW
PDF Claim & Reimbursement Form
PDF Claim Form 29 August 2013 ™ NEW
PDF Activity Status Check

Activity Ref Code # is assigned and attached to all PDF

These are the values we would present back:

Request Submitted
Request Denied
Request Approved
Claim Submitted
Claim Denied
Claim Approved
Paid Complete

PDF Activity Status Check

Enter Activity Reference Code #:

Result is PDF Activity Status:

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Partner Business Plan (PBP)

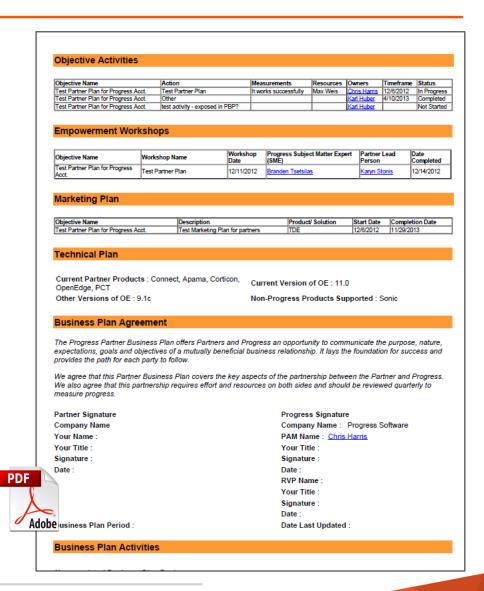
- The cornerstone of the Partner+ Program is joint business planning with our Partners
- Differentiates Progress from other partner programs
 - Creates the trusted advisor bond with you, our Partner Community
- Understand who you sell to, what you sell and how you deliver by examining:
 - Target Market & Drivers
 - Solution Set
 - Key Competitors
 - Core Solutions & Value
 - Key Resources

- GTM Strategy
- Sales Model
- Growth Limiters
- Progress's Role



Partner Business Plan (PBP)

- The resulting jointly developed plan will align the commitment and activity of both Progress and the Partner
 - Ensure sustained performance and achievement ofgoals and plans throughout the year
 - Tuning changes will be made along the way
 - Quarterly update and check ins to the PBP are necessary
- Partner Development Fund (PDF) Program participation requires PBP



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Why Progress? New Animated video





Personalized Partner Versions

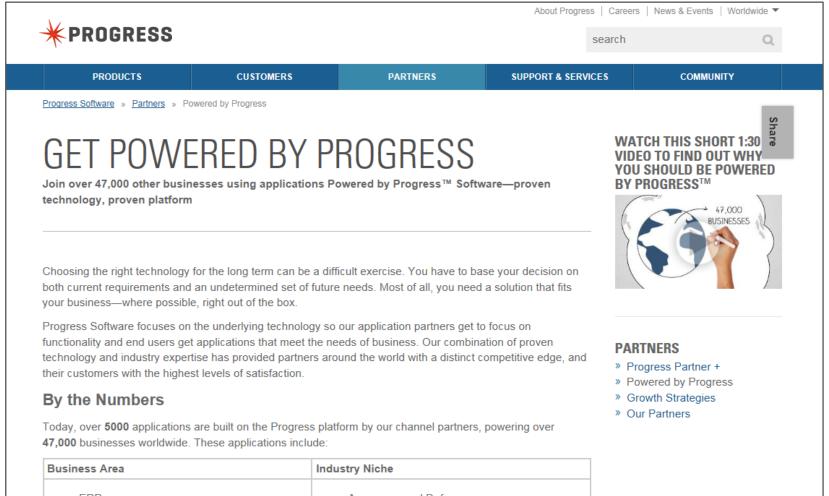


If you post the video on your website and link to www.PoweredbyProgress.com, we'll provide you with a personalized version...for free.





Why Progress? New Web Content





Driving SEO for your company

Recent Customer Successes













Telecom

Retail

Education

Finance

T-Mobile: The EMEA-based telco purchased the MamboFive Commerce Suite SaaS solution from Progress Partner TIE Kinetix, Powered by Progress™ - to generate more revenue

"First and foremost, we needed a solution that offered the flexibility to quickly and easily meet the everchanging, on- demand needs of the industry...Management requirements were just as important to us, if not more so. Flexibility, cost, time-to-market, agility—those were the elements that were going to give us the business success and competitive advantage we were looking for. In most cases, you can easily add functionality, but those other elements are far more complex and dependent on the very foundation of a solution. We were looking for an easy-to-use webshop for our customers. With MamboFive we have minimized the number of steps related to placing an order. In addition, we are now able to offer richer content: customer reviews, up sell opportunities, stock information and detailed product descriptions. As a result thereof, we are able to increase the conversion and generate more revenue from our webshop."

Tessel Jarigsma, SVP for Internet and New Media, T-Mobile

T-Mobile is one of the top three global wireless carriers and is a subsidiary of Deutsche Telekom AG, serving 150 million subscribers across Europe and the United States. T-Mobile's Netherlands IT group needed to improve its customized online ecommerce portal. They implemented MamboFive Commerce Suite SaaS solution from Progress Partner TIE Kinetix, Powered by Progress™; Following the new implementation T-Mobile simplified the customer buying experience, offering richer content such as customer reviews, up sell opportunities, stock information and detailed product descriptions, increased conversion rates, and generated more revenue from its ecommerce portal.

Check out the full case study.



The new Powered by Progress website has a section covering end user customer stories—currently in 4 verticals.

If we feature your story, we'll link to your website. Inbound links to your site **IMPROVE SEO.**

Provide us with end user customer stories and we'll help drive your visibility on search engines by linking back to your site.

Partner & Customer Reference Program

Goal of the Partner Reference Program:

- To provide our Partners with the most useful and informative resources, from case studies to partner testimonials, to help you with your 'sale' and to further build relationships with your EU's—your customers!
- Use success stories as deal closers, door openers and conversation pieces
- Videos, beautifully designed case studies, partner testimonials—we will work with you and your team to customize your Partner Reference program



Partner & Customer Reference Program



USA **ERP Software**

B&I INFORMATION SYSTEMS



Apero Solutions Inc.







...and so many more who have done case studies on their Progress Technology Platforms.

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NEW Global Solutions and Partner Directory



Advertise

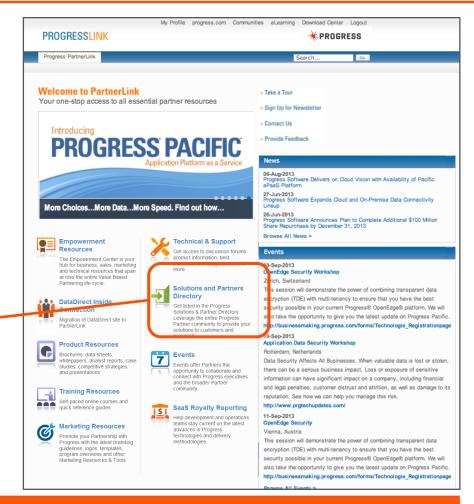
- Get listed in the public directory
- End user prospects will use the GSPD resource to help them locate a new business application, in a new region

Collaborate

- Find other partners from within PartnerLink
- Add your contact details to your corporate listing to find and be found by other partners in our eco-system

Global Solutions & Partner Directory (GSPD)





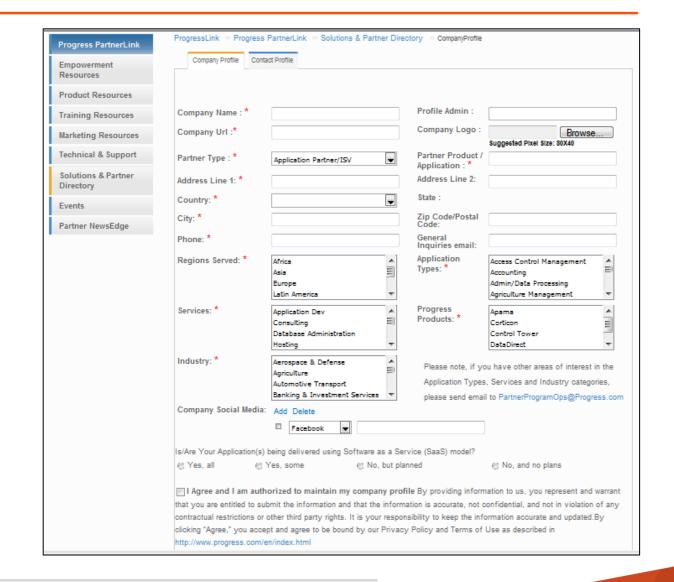
Do you have a Profile in our Directory?





Company Profile

- The Partner Company Profile is a online form that asks basic information about your company, application(s), and region(s) served, etc.
- Once the form is submitted and approved, your company and application(s) will be visible to end users that visit the Progress website and search for applications that meet their needs.

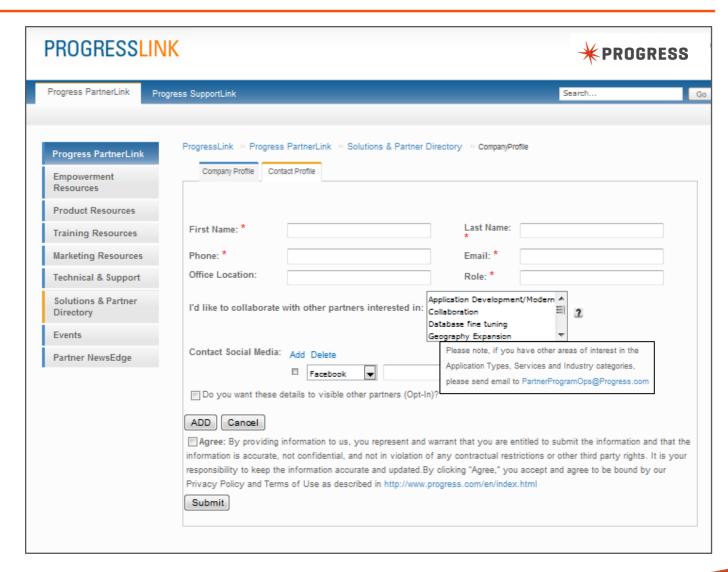






Contact Profile

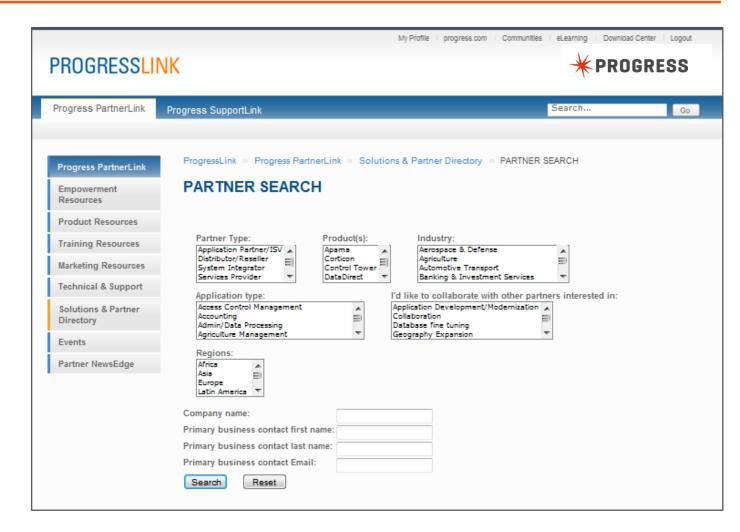
- The Contact Profile is a online form that asks basic information about you, interests, social media, etc.
- Once the form is submitted, your profile will be visible to other colleagues and peers that visit.



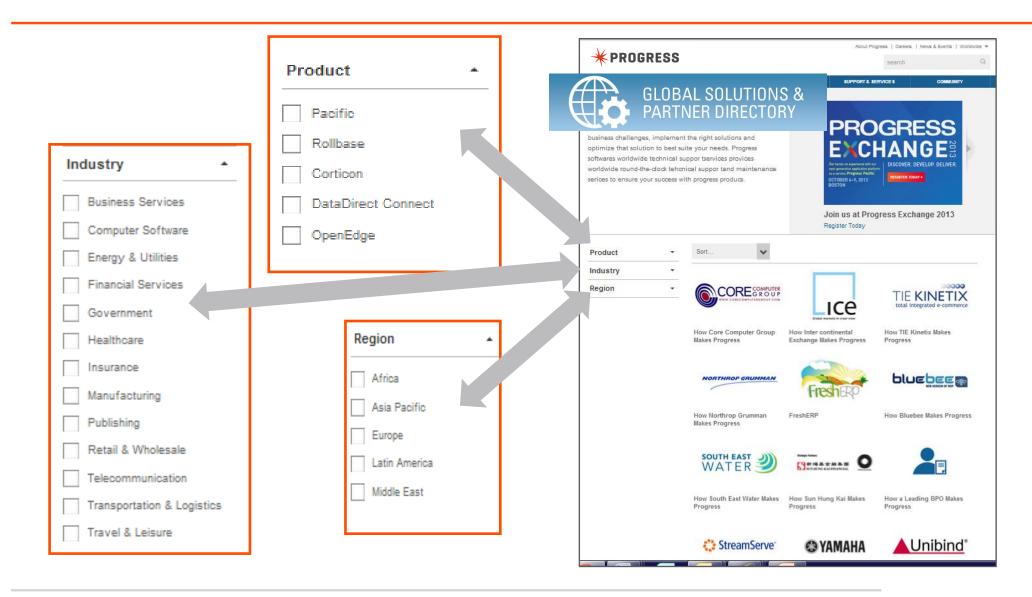




- The GSPD searches the Partner database of information to identify the partners and applications that meet their search requirements.
- Information about the Partner, including a link to the appropriate Partner Web page, is provided in the online report.
- The prospects can link to your site request information or a call by your sales team.
- You get your leads directly, and you can follow up with the end user prospects immediately.



www.Progress.com

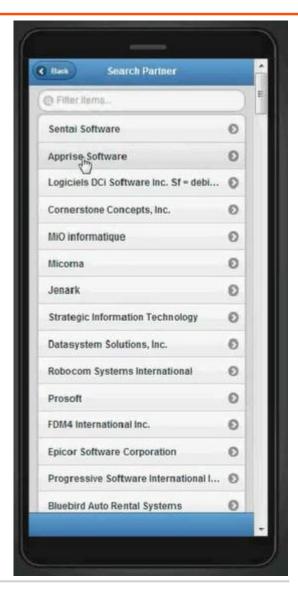


A Demo of the GSPD Mobile App

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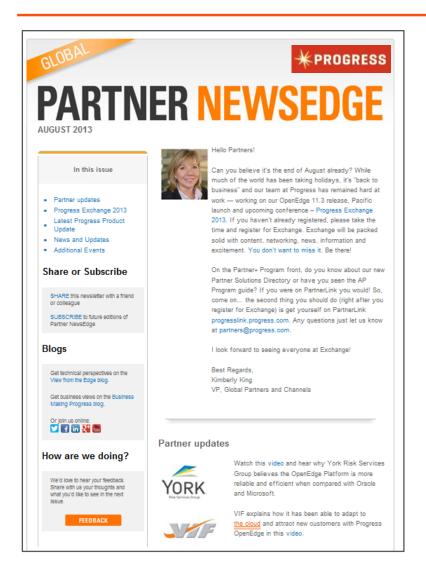


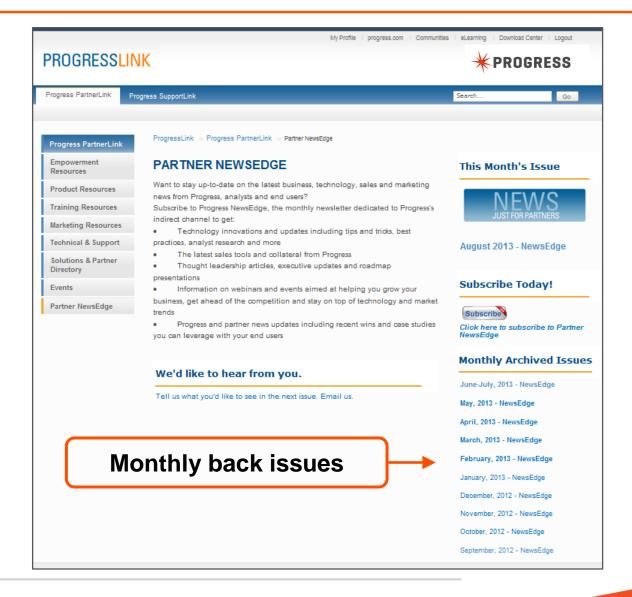


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Partner NewsEdge

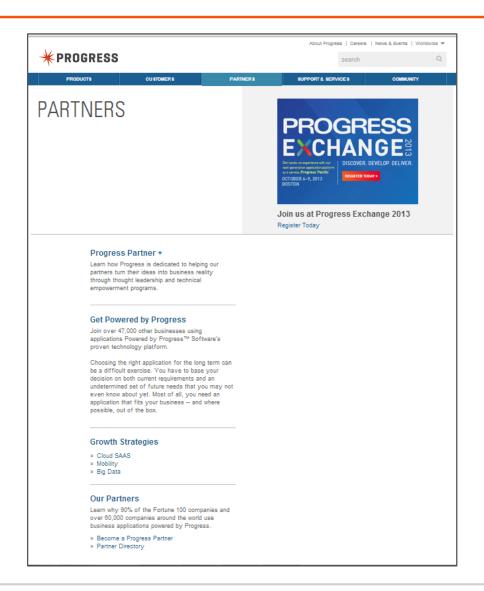


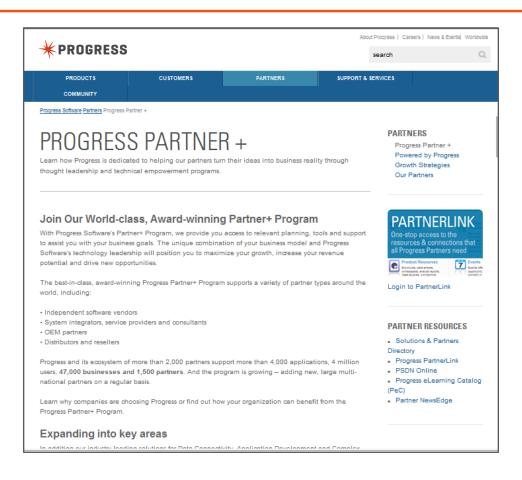




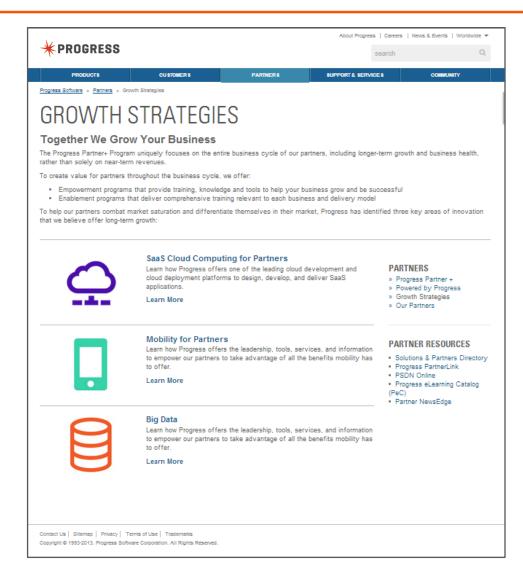
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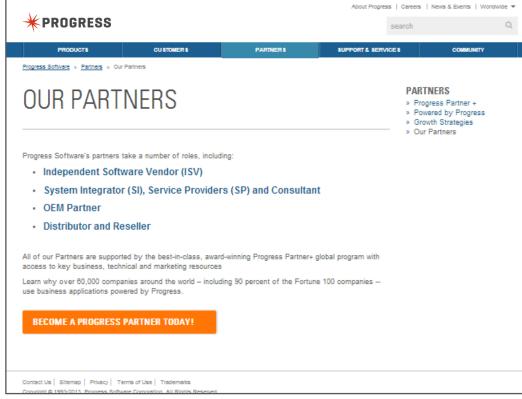
Progress.com public web site – Partner pages





Progress.com public web site – Partner pages





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The Progress Community

Include some highlights on the Community initiative.

Working w Jean Richert to get bullets and update screen shots



Now the Next Steps...after Exchange...take action...

- Have you registered for PartnerLink?
- How can we better Empower and Enable you?
 - Are you ready for SaaS/Cloud?
- Are you getting the best of your marketing efforts?
 - How is your website?
- Have you done a Partner Business Plan with your Progress rep?
- Why was it Progress for you? Are you Powered By Progress?
- Are you and your company in the Directory?
- Are you getting NewsEdge?

Know Your Partner Corporate Resources

- Kimberly King, VP WW Channel and Partners
- Jessica Baker, Partner Program, Global Director
- Colleen Smith, VP SaaS/Cloud
- Karl Huber, Global Senior Manager, Partner Program & Operations

The extended team includes...

- Laurel Rice, Senior Partner Marketing Manager;
- Chuck Sicard, Global Partner Marketing Manager
- Graeme Johnson, Partner Enablement Director
- Cynthia Cooper, Senior Manager, Customer & Partner Reference Program

Thank You

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PROGRESS