



Delivery Partner: Requirements by Tier



	Silver	Gold	Platinum
Annual Certification & Training Fee	€5,000 / \$5,500 US	€7,500 / \$8,500 US	€12,500 / \$14,000 US
Partner Contract	✓	✓	✓
Minimum CSAT Performance Score	85%	85%	85%
# of Referenceable Customers	1	2	3
Identified Single Point of Contact	✓	✓	Dedicated
Certification Requirement	4 Designer	6 Designer	12 Designer
	1 Interactive	2 Interactive	3 Interactive
	1 Dynamic Communications	2 Dynamic Communications	3 Dynamic Communications
	1 Automation	2 Automation	3 Automation
	4 Consultants Certified	6 Consultants Certified	12 Consultants Certified
New Version Re-Certification Required	✓	✓	✓