

2020 Global Partner Network Engagement Model: By Partner Type

**VALUE ADDED RESELLERS (VARs)**

| Partnership Team  | Description   | Contacts  |
|---|---|---|
| Account Management  | <p>sales related queries and activities including</p> <ul style="list-style-type: none"> <li>○ lead generation, pipeline building strategy</li> <li>○ quarterly or yearly reviews</li> <li>○ sales strategies</li> <li>○ quotas and budgets</li> <li>○ agreement renewals</li> </ul>  | <p>Eastern Europe: Leo Hummelbrunner<br/>leo.hummelbrunner@2020spaces.com</p> <p>Central Europe: Karl Fuchs<br/>karl.fuchs@2020spaces.com</p> <p>Northern Europe : Simon Purves<br/>Simon.Purves@2020spaces.com</p> <p>Southern Europe: Laurence Navucet<br/>laurence.navucet@2020spaces.com</p> <p>India, New Zealand, South America:<br/>Jason Burcheri<br/>jason.burcheri@2020spaces.com</p> |
| Partner Program Management  | <ul style="list-style-type: none"> <li>○ Onboarding, agreement, marketing, communities, Partner Guidelines, policies and processes</li> <li>○ Marketing: Collateral, Activities, Support or requests...</li> <li>○ Partner Portal: Issues, Content, Communication</li> </ul>  | <p>Paola Colitto<br/>paola.colitto@2020spaces.com</p>   |
| Product Support   | <p><b>Level 2 Support</b> is when:</p> <ul style="list-style-type: none"> <li>○ VAR cannot provide a licensee the response or resolution to a Product support query;</li> <li>○ VAR requires information on whether a Product issue is considered a bug or enhancement request; or</li> <li>○ VAR would like to submit a bug or enhancement request for the Product</li> <li>○ General integration queries</li> </ul> | <p>Please refer to 'Who do I Contact Info' section on Partner Portal landing page</p> <p>Escalations ONLY: Pasquale Brancati<br/>pasquale.brancati@2020spaces.com</p>   |
| Any other queries: Please contact Partnership Management at partnerinfo@2020spaces.com and you will be directed you to the appropriate resources. |   |   |

## CONTENT PARTNERS

| Partnership Team  | Description   | Contacts  |
|---|---|---|
| Account Management  | sales related queries and activities  | Account Management North America<br><br>Bruce Allum<br>bruce.allum@2020spaces.com<br><br>Nadir Popat<br>nadir.popat@2020spaces.com<br><br>Anna Kociu<br>anna.kociu@2020spaces.com |
| Partner Program Management  | <ul style="list-style-type: none"> <li>○ Onboarding, agreement, marketing, communities, Partner Guidelines, policies and processes</li> <li>○ Marketing: Collateral, Activities, Support or requests...</li> <li>○ Partner Portal: Issues, Content, Communication</li> </ul>  | Paola Colitto<br>paola.colitto@2020spaces.com   |
| Product Support   | <p><b>SUPPORT DESCRIPTIONS (LEVEL 1 AND LEVEL 2)</b></p> <p><b>Level 1 support includes (tools)</b><br/>           1) inquiry/issue: tool related or<br/>           2) inquiry /issue: basic authoring question (quick how-to)<br/>           A response or resolution will be provided within 4 hours. Issues that cannot be resolved by level 1 will be transferred to level 2</p> <p><b>Level 2 support includes (authoring)</b><br/>           1) general authoring related questions/issues and/or<br/>           2) a more advanced catalog creation “how-to” question and<br/>           A response or resolution will be provided within 4 hours of level 2 receiving the inquiry</p> <p>Authoring-related questions that require extensive investigation, training or consulting are not considered support.</p> | <p>Please refer to ‘Who do I Contact Info’ section on Partner Portal landing page</p> <p>Escalations ONLY: Pasquale Brancati<br/>pasquale.brancati@2020spaces.com</p>             |
| Any other queries: Please contact Partnership Management at partnerinfo@2020spaces.com and you will be directed you to the appropriate resources. |   |   |

**TECHNOLOGY PARTNERS, INTEGRATION PARTNERS, SERVICES PARTNERS**

- Please contact Partnership Management at [partnerinfo@2020spaces.com](mailto:partnerinfo@2020spaces.com) and you will be directed you to the appropriate resources.