FME Cloud MSP Partner Requirements, Benefits, and Responsibilities

SAFE SOFTWARE

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Glossary

Managed Service Provider (MSP) Program: This program provides qualified Safe Software Partners with technical and business benefits to deliver FME Cloud support and services and business solutions, to Safe Software's customers.

Partner: Refers to Authorized tiered, Authorized, and Associate partners.

MSP Partner: Refers to a Partner who is a member of the MSP program.

FME Cloud customer: An FME Cloud customer that is managed either by an MSP Partner or Safe Software.

Service Level Agreement (SLA): A contract between the partner and customer that defines what aspects of the service – quality, availability, responsibilities – the partner is obligated to meet.

MSP Program Tiers

This section defines the MSP Partner tiers along with the requirements, benefits, and responsibilities of the MSP program.

The MSP Program has two partner tiers - **Registered** and **Premier**. Additional tiers may be added over time.

Tier Requirements

MSP Partner tiers are a measure of an MSP Partner's competence and capability in understanding and supporting FME Cloud. A key measure of an MSP Partner's success in the program includes certification requirements and meeting revenue targets.

The table below provides an overview of the main MSP Partner tier revenue targets and requirements.

Requirement	Registered	Premier
Annual Revenue Target*	-	$20,000 USD
FME Server Certified Professional	1	1
Introductory Cloud Certification**	1	1

*This is a moving target that Safe Software will reassess annually.
** See details below for accepted AWS and Microsoft Certifications.

FME Certified Server Professional

FME Cloud is the hosted version of FME Server. As such, all MSP partners need to have expertise in FME Server. Registered and Premier MSP Partners must have at least one employee with an FME Server Certification on staff at all times.

Cloud Certifications

The cloud certification is in place to ensure that MSP Partners can competently advise customers on key cloud services that often need to be leveraged alongside FME Cloud to deliver an optimal solution. These are the certificates Safe Software officially supports:

- [AWS Certified Cloud Practitioner](#)
- [Microsoft Certified Azure Fundamentals](#)

If an employee of the MSP Partner has a certificate from another cloud provider, or a more advanced certification, then these may also be eligible. Please contact us.

The MSP Partner will need to provide their certificate to Safe Software on enrollment into the MSP program. Safe Software will check the certificate on an annual basis to ensure validity.

Annual Revenue Target

The annual revenue target includes all revenue generated in FME Cloud customer accounts on the Managed Support Plan that are linked to the MSP Partner.

Revenue generated on Included Support Plan FME Cloud customer accounts, does not contribute towards the annual revenue target.

Revenue generated in the MSP Partner's own master FME Cloud account, where FME Cloud MSP credits are applied, does not contribute towards the annual revenue target.

Billing

A partner must have access to a credit card supported by FME Cloud (American Express, Mastercard, Visa) so they can handle the billing for a customer if requested.

Tier Benefits

MSP Partners receive benefits as outlined in the table below.

Benefits	Registered	Premier
FME Cloud Partner Dashboard Access	Yes	Yes
Commission	-	10% of revenue
Website presence	Listing on Partner Locator as an FME Cloud MSP Partner	Priority listing on Partner Locator as an FME Cloud MSP Partner
FME Cloud Credits	$250 (every quarter)	$750 (every quarter)
Free knowledge transfer from senior staff at Safe Software	Yes	Yes
Dedicated Partner cloud resources on Partner Central	Yes	Yes

Commission

Premier MSP Partners receive commission. Commission is calculated as a percentage of all revenue generated by FME Cloud customer accounts that are on the Managed Support Plan and linked to an MSP Partner. Partners will not receive commission on accounts on the Included Support Plan.

If an MSP Partner reaches Premier status part way through the fiscal year, the MSP Partner will receive a commission on any revenue generated after the point of promotion to the Premier tier.

FME Cloud Credits

Credits will be applied in the MSP Partner's master FME Cloud account at the beginning of each quarter and will expire at the end of the quarter. Credits can only be used for non-production workflows. This means there should be no customer instances running in the master MSP Cloud account.

Partner Responsibilities

All MSP Partners, regardless of their tier, are expected to offer Managed Support Plans which include supporting, monitoring, and managing customers' FME Server instances throughout the lifecycle of their FME Cloud deployment.

MSP Partners will establish the terms and prices for Managed Support Plans and additional services directly with the customer at their discretion. MSP Partners are expected to provide the following:

Management: The day to day management of the customer's FME Server instances via the FME Cloud dashboard. This includes performing tasks such as launching instances, resizing disks, changing the instance size to match load, and advising on which pricing model should be leveraged.

Disaster recovery: Leveraging the FME Cloud snapshot and backup functionality to minimize the customer's downtime and data loss in the event of an instance failure.

Security: Ensuring security patches are applied and the ports are secured for the customer's instances.

Uptime management: Ensuring the correct instance notifications are configured so if the performance of the instance degrades or fails, the MSP Partner can notify the customer or otherwise react according to the contract terms with the customer.

FME Server upgrades: Working with the customer to upgrade FME Server as appropriate.

First Line Support: Acting as the primary point of contact for all customer support and enhancement requests, security concerns, and basic "how-to" questions. MSP Partners are responsible for all support related to launching and managing FME Server instances, up to but not including, gaining direct access to the instance and access to the FME Cloud tier.

Customer accounts should not be transitioned from the default Included Support Plan to a Managed Support Plan until there is a signed contract between the MSP Partner and Customer. This contract should include, at a minimum, all of the services identified above. If the MSP Partner does not deliver an acceptable level of support to the customer, they could risk losing their status within the program.

Tier Attainment & Adjustments

The tier the MSP Partner is initially assigned is based on meeting the requirements defined above. In October of each year, Safe Software will review the MSP Partners Performance and assign them to a new tier for the following year if applicable.