



Empowered by Innovation

Univerge Partner Program NECBS Accreditation Process

NECBS Accreditation Process

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Univerge Partner Program

Introduction

The NEC Business Solutions Partner Program is called the 'Univerge Partner Program', or UPP for short (previously known as the Fusion Partner Program and Hypercore Developer Program). It involves proactively managing high valued third party suppliers, OEMs and developers. The Univerge Partner Program accredits, promotes and manages all aspects of these company's products.

The Univerge Partner Program develops a synergistic community based on common market perceptions and goals. This enables NEC to grow not only market share but also the total market in the converged voice and data over IP space, contact centres, servers and managed services.

The UPP within NECBS offers two main types of partnership:

- Univerge Partners (best of breed partners, developers, suppliers and distributors).
- Supplier Partners

Both of these types of partners have a similar level of engagement and is proactively managed by Product Management under the policies and rules encompassed within this document. The process has been streamlined to more pragmatic in its operation to enable a more rapid method for bringing on board both partners and new products, however it has also been formalized under a clear direction with clear ownership for the management and rules of engagement.

General Rules for Partner Products

- OEM partner products are purchased from approved/accredited suppliers with whom Partner or Supplier contracts have been agreed in advance
- All purchased (and subsequently sold) from an approved partner or supplier must have test approval prior to sale
- Fast Track opportunities exist to expedite the Partner/Supplier/Product process but need to be agreed and managed through the formal partner process
- New product introductions require a business case managed by Product Management in consultation with the partner and the introducer (internal sponsor) – the scale of the business case will be determined by the perceived value of the product, hence this could be expedited through the fast track supplier process
- New partnerships and products also require an acceptable support model (agreed between Partner/Product Management/NECare and/or Professional Services)

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How to introduce a new partner or product

The primary interface for new product introductions will be through Product Management and Solutions. The 'owner' of the direct accredited partner relationship and responsibility for the 'go/no go' business case for a new product rests with Product Management (in consultation with key business stakeholders). Although not responsible for a final decision, the responsibility of Product Management in the process is to ensure that the relevant stakeholders are consulted and the necessary approvals obtained for the product or partner.

Anyone within NECBS can introduce a new supplier or company for evaluation and would become the internal 'sponsor' of the product. However decisions on a new product will be determined by a review against the following criteria:

- **Business case/justification**
Generally this would be a written Products Requirement Document (or overall business case) developed in conjunction with the Sponsor, Partner and Product Manager. This lays the foundation of the commercial negotiations to follow and the requisite testing path.
- **Testing criteria and results**
There are now four individual paths to be followed for the testing of a product. Depending on the nature of the product and the level of partnership being sought, a decision will be made prior to any proposed sale of the product on the type of testing path to be followed (generally at the expense of the partner) by agreement between the product sponsor, partner and product management (in consultation as necessary with engineering, Professional Services and NECare). Product approval will not necessarily mean that the product is automatically adopted as an OEM product unless all other criteria have been deemed to be acceptable.
- **Commercial Negotiations**
The nature of the product will determine whether it is more appropriate to maintain a supplier agreement with a partner or a full Univerge Partner Agreement.
- **Support Arrangements**
In consultation between Product Management and NECare a review of the support arrangements for the product will be made with the proposed partner and a 'go/no go' decision made as to whether this is a supportable product. If the product has been introduced to NEC through Professional Services (or solutions) the review will be extended to include these relevant stakeholders to ensure that the risks to NEC for adopting the product are minimised.

