



Frequently asked questions regarding the new TeamViewer Partner Program

Where has the new Partner Program been launched?

The new TeamViewer Partner Program was officially launched on June 1st in the EMEA region and in some selected countries in Asia Pacific.

All TeamViewer partners in the affected regions should have received a written notification via email.

Countries such as China, Japan, India as well as the North and South American regions have separate partner programs in place.

When will the new program come into effect and is there a transition phase?

For all partners in EMEA, Australia, New Zealand and some countries in South East Asia, the new program is in effect since June 1st.

However, in order to give our partners enough time for adjusting discount rates in their systems, we have determined a transition phase until end of June of this year.

As a partner what do I have to do regarding TeamViewer quotations to customers?

During the transition phase you should adjust your own systems to your new discount rates. If you have applied for the new partner level of TeamViewer Certified Partner, any new quotations as of now should already reflect the new discount rates. In case you are in doubt about your new rates and have not yet been informed by your respective distributor, please get in touch with the key contact of your distributor for clarification and confirmation.

Any quotations sent out before June 3rd based on your old discount rates are still valid until end of June.

What is my new partner level?

As of June 3rd, all our partners except for distributors, start with the new TeamViewer Partner level. TeamViewer distributors continue to be TeamViewer distributors.

All resellers who have already expressed their interest in our new certification program will receive an invitation for starting the enablement training by June 7th.

In case you haven't received an invitation from our Channel Team by June 7th but would like to embark on the new certification process, please get in touch with your respective Channel Account Manager to sign up.

For all those partners who complete the new certification process, your level will then officially be adjusted to TeamViewer Certified Partner.

What are the requirements for the new certification program and the new partner level TeamViewer Certified Partner?

The basic requirements any partner interested in becoming a TeamViewer Certified Partner needs to fulfill, have been defined as follows:

You will need to commit yourself to the development of a joint business plan with TeamViewer.

You should be motivated to complete the entire 3-staged certification process. After completing the first part in June, you will be able to start with level 2 and 3 in July. Once you have completed all three levels, you will be awarded the new partner level and allowed to use the new TeamViewer Certified Partner logo.

What if I do not want to go through the new Certification Process?

It is not mandatory to become a TeamViewer Certified Partner for reselling TeamViewer products. As a TeamViewer partner without the new certification and primarily focused on transactual business, you can continue to order through your respective distributor. Your distributor will also keep you up to date about TeamViewer and provide you with prices lists, product updates and marketing material.

What will happen to the partner portal going forward?

As we are adding more and more functionality related to opportunity registration, order processing and license tracking to the partner portal, we are limiting access to the portal to our Certified Partners and Distributors starting July 2019.

All resellers who have already expressed their interest in the new certification program will retain access to the partner portal and are also strongly encouraged to register their deals and opportunities in order to receive exclusive TeamViewer pre-sales support. The partner portal will also provide the most up-to-date price lists as well as access to sales tools, training material and marketing assets.

TeamViewer partners not striving for a certification will continue to receive proactive updates about TeamViewer products, the latest price lists and any available marketing material directly from their distributor.

Is my partner contract still valid after the introduction of the new partner program?

Yes, all existing partner contracts will remain valid. You will only receive a further addendum to your contract by end of June.

Will TeamViewer continue to offer NFR licenses

Yes, you can order NFR licenses for TeamViewer Business, Premium and Corporate at special discount rates depending on your partner level (TV Partner 25%, TV Certified Partner 50%, Distributors 75% discount).

As before, NFR licenses are not for resale.

The above special NFR discounts cannot be combined with other promotions and special rates.

How will renewal pricing work?

The new renewal price is quite simply the regular list price minus your individual partner discount.

Will there also be any back-end programs available as part of the partner program?

Yes, we will continue to offer revenue back-end programs to our Partners. They will be available to both our TeamViewer Certified Partners and TeamViewer Partners by invitation. You will hear more about our new back end programs from your channel account manager by end of June.

What happens after the first year of my new partner certification?

Our new partner certificates are by default valid for one year. However, we are interested in a long-term cooperation with our partners. In order to keep you up to date about the latest versions and products, we will set up refreshment courses for all TeamViewer Certified Partners. These courses will also be available as online trainings. You will have to complete these refreshment courses at annual intervals in order to stay certified. Again, you will hear more about this procedure in the next couple of months.

