

## Real-Time Visibility into Partner Certification

Q2E delivers faster time-to-certification improved partner experience.

### Executive Summary

The Audit and Consulting team needed to manage its partner certification process. The goal was to streamline, simplify, and scale the process.

### The Challenge

A study of the current certification process found that both the OEM and the partner would commit resources equating to thousands of hours and hundreds of thousands of dollars. With an average of 75 certifications in progress at one time, a tremendous amount of time and money was being spent on auditing.

Before making the choice to utilize Q2E's Partner Insight and Engagement solution, they knew that they needed to replace their legacy software with an applications that managed the process of partner certification in order to scale and better support its partners.

### How Q2E Helped

Setup of Q2E was quick and easy once they defined the repeatable process they wanted to use in the workflows in order for their partners to get certified.

The partner certification and recertification process had 40 steps that included about 155 individual tasks. Within Q2E, individual workflows based on their specific process template were setup for every partner certification and recertification. Through these smart workflows, they could guide each partner through their appropriate certification with the touch of a button.

The Q2E collaboration engine was used for all communication, which significantly reduced the number of emails and meetings required for partner certification. All of the players can now monitor progress on each partner certification and recertification, as everyone is using the same playbook.

### Why Q2E

- Supported documented repeatable processes
- Visibility for all stakeholders to see progress
- Closed-loop collaboration reduced emails and meetings

*My favorite Q2E feature is having real-time visibility into the workflow process. I would define it as active visual clarity into every partner certification status."*

- Partner Systems Engineering

## Results

The customer now has a documented and repeatable process for partner certifications that has been streamlined and simplified. Real-time visibility into the process keeps everyone on the same page with notifications to keep them on track.

Almost immediately, the OEM and its partners realized cost savings. They believe that the time spent on certifications and re-certifications will be reduced by 50%, which could be over \$50K cost saving for a large Partner with multiple certifications.

As an added benefit, a significant reduction in the number of emails and meetings was required for certification. Communication is done through the Q2E collaboration engine so there's no need to waste time searching through email or having meetings. Having all of the communication in one place makes the process of recertification run smoother, faster, and on-time.

Their end goal is to perform certification audits remotely, without sending employees onsite. When Q2E is used for auditing, everything is documented within the application and saves both the OEM and the partner time and money.

With Q2E, the OEM is now able to extract intelligence out of the audit certification process and put it into the hands of their managers and teams!

### Business Benefits from Q2E solution:

- Reduced costs of certification by \$50K per partner
- Reduced time to certification by 50%
- Real-time visibility into and automation of certification

### Q2E Partner Optima

helps you get the most out of your partner ecosystem linking to systems you already use today.

- **Engage your partners**
- **Measure what matters**
- **Scale across the ecosystem**