

HCL Managed Service Provider Agreement Overview

October 2019



Executive Summary

Purpose of this Guide

This guide provides an overview of the HCL Managed Service Provider and how it works. It is designed to be a reference resource to implement and manage your PSA throughout the life the agreement

Intended Audience

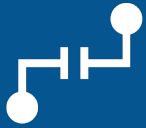
This guide is intended for Partners who are considering alternative business arrangement to drive innovation and growth in effort to deliver greater client value. This guide includes information for Managed Service Providers who are considering and need to understand

- Agreement options with HCL Software
- Eligibility requirements
- Agreement Terms
- Benefits and Resources

Content in this guide is subject to change. Please check HCL Software Partner Connect for the latest version of the guide.



Determining which HCL Software Agreement fits your go to market strategy



► Apply for the **Partner Solution Agreement** if you

- Build a on-premise solution
- Create a solution to be licensed by customers
- You will deliver a solution including HCL products and related services and support as a service



► Apply for the **Managed Service Provider Agreement** if you

- Perform a service using HCL offerings for the benefit of the client (client does not take license)
- Provide hosted services for HCL products



► Use the **Master Reseller Agreement** if you

- Resell HCL branded product
- Resell HCL branded product to a client and performing the services in support of the product (client takes license)



► Use the **Master Reseller Agreement Service Attachment with the MRA** if you

- Resell HCL branded product to a client and performing the services in support of the product (client takes license)

Managed Service Provider Agreement at a glance

Terms	Pricing
The agreement terms are constructed based upon the service. Upon expiration you may renew. Defines selling territory You will provide L1 and L2 support for the service HCL will provide 12 months notice for the withdrawal of product You may terminate the contract with 30 days written notice	Pricing is aligned to your service with flexible options to to support your business strategy • Purchase up front with commitment • Purchase on demand with commitment • Purchase on demand with no commitment
Activation	Benefits
After completing your MSP Agreement you should • Connect to HCL Software download site to ensure you have the current release of the product. • Register on the HCL Support site to manage any L3 requests that may arise. • Provide a copy of your logo and marketing material to the HCL Partner team to include in the solution directory.	Access to innovative technology to enhance your service offerings Access to technology HCL SMEs to help you with your overall service offering. Flexible terms and volume pricing to deliver the greatest value to your clients while aligning to your business strategy

Managed Service Provider Requirements

Managed Services Definition	Qualifying Managed Services
A managed service provider (MSP) and Cloud Service Provider who manage a customer's IT infrastructure and/or end-user systems are covered by the MSP Agreement. The service may be delivered on premise or virtually or through a combination in such cases as a hybrid cloud architecture. MSPs will deliver straight product implementation and support or provide a value-add service or capability that is unique to their value proposition including: • A capability can be delivered on a per user basis and will require licensing for each user. • A capability can be delivered as a service in which the user never interacts with the product (e.g. MSP uses Appscan to assess security risk as a service)	• Managed data or managed application service • Application performance management services • Managed application integration services • Partner's application as a managed, hosted service • Third party application as managed or hosted services • Develops and provides workflow as part of the Managed Services • Develops and provides process management as part of the Managed Services • Defines and manages policy settings as part of the Managed Services • Develops and provides a portal interface for the Managed Services

The HCL Managed Service Provider Agreement Overview

Agreement	Eligibility
The Managed Service Provider (MSP) Agreement allows HCL Partners to leverage HCL Software as a component in your services offering. The MSP Agreement provides a flexible approach to including HCL products as a basis for the services offered. MSP Agreement Structure • Base Agreement – Relationship terms (Offering agnostic) including selling territory • Exhibit A –HCL Software Usage Specifications • Exhibit B Sets the product order content for the agreement The MSP Agreement is not complete until there is a signed Base Agreement and all Exhibits are complete and accepted by HCL. The Base and attachments make up the relationship and it is the approved and executed Exhibits that indicates an active Managed Service Provider Agreement. Partner must agree to audits of the solution and solution sales as part of the PSA	• All Partner types are eligible to participate • Enough support resources to provide L1/L2 support • Meet credit qualifications • HCL Hosting Partners must meet additional skill and data center service level qualifications • Must have assigned resources to provide usage reporting and manage all compliance requirements

Participating in the HCL Software MSP Agreement

How to get started

Register through HCL Software Partner Connect

Enroll as an HCL Software Partner to gain access to HCL Software systems. (Note: You do not have to accept the Master Reseller Agreement unless you are signing up as a reseller) Click and accept the HCL Software Partner Pack to gain access to HCL Software to begin your solution development and testing. Continue to use the software to create Proof of Concepts to market test your solution and continue innovating.

Build your Managed Service plan

Connect with a HCL Software Product Specialist to construct the MSP Agreement and exhibits including the managed service, product schedule, terms and pricing. See the Managed Services page for qualified services. If you do not have a contact please email hclpartnerconnect@hcl.com

Prepare you technical support team

You are responsible for providing technical support to end users for your Solution including the HCL products built into your solution .

Prepare your customer contracts

Partners with a MSP Agreement are responsible for representing the HCL end user terms and use rights in their customer agreements.

Eligible Products

All HCL Software products are available through the Managed Service Provider Agreement. Go to [HCL Software](#) for more information on our top selling products including

- Atlas
- AppScan
- BigFix
- Commerce
- Connections
- Digital Experience
- Domino
- Leap
- Notes
- Sametime
- Verse
- Unica