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Reseller Program

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The background of the slide features a low-angle, upward-looking perspective of several modern skyscrapers. The buildings are rendered in a semi-transparent, light blue color, creating a layered, architectural effect. The overall color palette is a monochromatic blue, with the text in white for high contrast.

Value Proposition



By offering Actsoft to your customers they can

- Residual revenue stream for the life of the customer
- Increase revenue per customer
- Expand customer conversations related to their entire operations
- Find new revenue streams within your existing clients
- Reduce churn and boost lifetime value



Encore: A Comprehensive Mobile Operations Management Platform

Get More. Do More. Save More.

The only solution enabling companies to digitize paper-based processes, and track and manage their entire mobile operation from a single app.

Workforce Management

- Mobile Forms
- Work Order Management
- Time & Attendance
- Barcode Scanning
- Smart Device GPS Tracking
- Intra-Company Text Messaging
- Manager App View

Vehicle Tracking

- Plug-and-Play AVL Tracking Devices
- Driver Behavior and Scorecards
- Idle Time Monitoring & Reporting
- ELD & Diagnostics

Asset Tracking

- Short- and Long-Term Deployment Options
- Dynamic Tracking Based on Movement
- Breadcrumb Trails, Movement Alerts, and Time at Geofence Reporting





Onboarding Process

Reseller Onboarding Process

Step 1 Qualify

- Introductory call
- Program benefits
- MNDAs executed
- Program expectation
- Reseller Application
- Reseller Agreement

Step 2 Prepare

- Welcome letter/call
- Encore demo account
- Clarify expectations and help define G2M market success plan
- Define next steps
- Schedule Trainings

Step 3 Train

- Product training
- Support training
- Sale training
- Process training

Step 4 Execute

- Begin to implement G2M plan as agreed
- Engage with the reseller channel manager on new opportunities
- Pre-sales support for all opportunities within the first 6 months
- Ongoing presales support for opportunities over 25 units

Step 5 Ensure Success

- Monthly/quarterly meetings - product updates and review sales opportunities.
- Identify current sales or support challenges
- Review current successes and eliminate potential issues.
- On-going product and sales training as needed



Training Process

Required Trainings

Objective

Actsoft strives to ensure that all resellers are properly train on the Encore product and how to sell the product. We ultimately want every reseller to be self-sufficient. Therefore, we believe:

- Update members of your team in near real-time
- Ensure that conversations are kept work-related to improve employee accountability
- Streamline information flows between administrators and employees, preventing vital company news from getting lost in translation

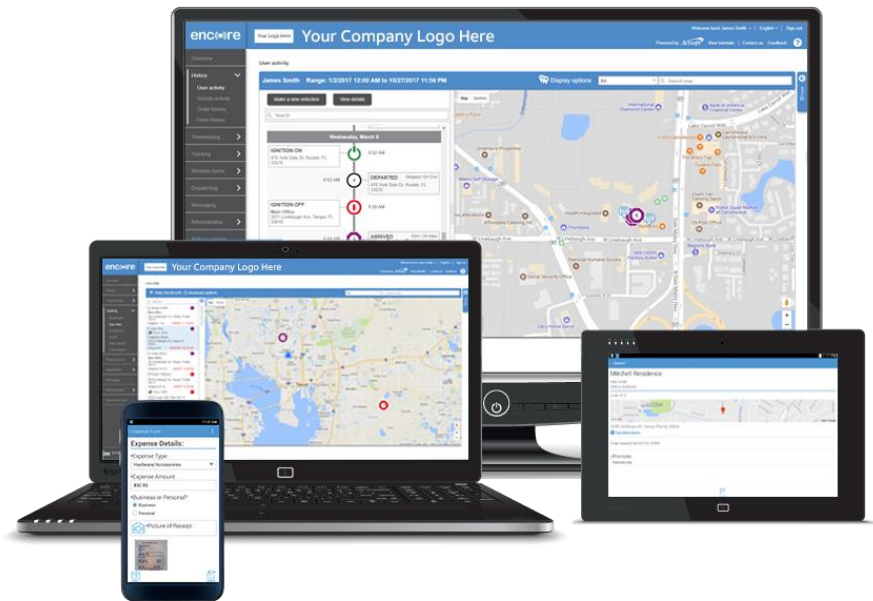
Training Sessions

Training Items	Responsibility
Product & Customer Onboard Training	Customer Success Team
Tier 1 Support Training	NICM, Sales Support Team, Sales Trainer
Sales Training	Customer Projects Team
Process/Procedure Training	Sales Admin

Product Training

Product Training Outline

Upon approval, reseller will be contacted via email welcome letter to schedule time for product training by an assigned Customer Experience Advisor.



Product Training Format

- Training: Customer Success Advisor
- Two ninety-minute live sessions to cover all features and functionality
- Each session will be broken out by feature set
- A short fifteen question quiz will also be provided to ensure competency
- Each training session will be recorded for future reference

Tier 1 Training Process

Tier 1 Training Process

Support Training can be coordinated once product and customer onboard training is completed.

Training Items

- [CX Welcome Kit \(overview\)](#)
- [Triage Process](#)
- [Escalations template](#)
- [Escalation workflow](#)
- [After hours support details](#)
- [Self-Help Wizard](#)
- [VAR Training overview](#) (also covered under product training)
- [Support Quick Reference](#)
- Review – Walk-through possible scenarios

Tier 1 Training Process

Trainer: Support team member

- Support training will be provided over one 60-minute instructor led session
- Each session will be broken out by Support specific skills
- Support documentation and additional resources will be covered

Sales Training

Sales Training Process

- Once product training, onboarding and support training has been completed, Channel Manager will coordinate and confirm sales training dates. Sales training will consist of discovery questions, product positioning, vertical and use case scenarios.
- Training may be delivered in person or face-to-face depending on need and reseller requirements.
- A short quiz will be delivered to ensure competency.
- Lead Registration - when to use.

Sales Training Format

Trainer: Channel Manager

- Sales training will be customized to the needs of the reseller.

Available Training Items

- Case study review
- How to obtain ROI
- Closing Techniques
- Keys to a successful discovery meeting
- Pitch Me Sessions

Order Process Training

Order Processing Training

The order process training will cover the order processing requirements to add or remove billable licenses.

Training Items

- Review Sales Order Form ([Standard](#)) / ([VAR](#))
- [Quote Template](#)
- Billing Changes Process [Billing Change Request \(via email to Channel Manager\)](#)
- Hardware Process
- [Geotab Integration guide](#) and [integration template](#)
- Accounting - [Sample Invoice](#) and Payment Process

Order Processing Training Format

Trainer: Channel Manager

- Order Processing training: 30 to 60-minute session
- Categorized by order process



Thank you

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