Minnovation Certified Integrator Program

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The goal of the Minnovation Technologies (MIT) Integrator Program is to provide an easy path for system integrators to generate business and create revenue from MIT products. As system integrators progress through the levels of MIT integrator certification program, their benefits increase. In order to advance through the program, integrators must demonstrate competency and enthusiasm for MIT products.

One of the core benefits of the program are the joint marketing and lead generation opportunities. We respect that each integration company has its own business practices and models, and we endeavour to work with each member of our integrator program fairly. It is our goal to provide fair and equal support to our entire integrator base; we do this by remaining neutral and not recommending any single integrator over another. We believe it is the end-users who should be able to make their own choice.

Additionally, we want to respect the existing end-user relationships cultivated by the members of our Integrator Program. We do this by registering that customer with their integrator's accounts in our CRM system and also on the AlphaX platform. To ensure this information is up to date and to avoid potential conflicts of interest, we ask program members to let their MIT account representative know as soon as possible about new opportunities and existing customer relationships. At that point if there is already a current relationship between that customer and another member of our integrator program. We believe that the best way to resolve potential conflicts and best utilise our resources is by making this information transparent.

Integrator Program benefits are earned through direct product sales to their customers customer base. To ensure that sales count towards program benefits, it is important that integrators link their customers to their accounts as soon as they begin working with them.

Here are a few examples of sales that do not qualify for the Integrator Program benefits:

- Sales in which the customer has purchased products from MIT and is being referred for integration services,

- Sales in which the customer already has a Master Agreement, or schedule of rates in place with MIT.

Registered Integrator

Registered integrators are able to recommend and sell AlphaX products. They do not receive discounts on hardware or subscriptions. They may be listed as a reseller on the Minnovation website and are eligible for lead generation activities.

The Requirements for registered status certification is:

- Register to be an integrator and pass pre-screen checks.

Silver Integrator

Silver integrator have completed at least 8 hours of product training per annum. Silver Integrators receive silver level product discounts on edge hardware, receive free basic care technical support at the discretion of Minnovation, and may be listed as a Silver integrator on the Minnovation website.

Silver integrators are eligible for lead generation and referral activities and authorised to participate in joint marketing activities.

The Requirements for Certification are as Follows:

- Attend 8 hours of product certification training per annum.

- Hold a minimum Premium Subscription to AlphaX

Gold Integrator

Gold integrators have had a combined 24 hours of product certification training for their team per annum. Gold integrators receive gold level product discounts on hardware, are eligible to distribute premium licenses of AlphaX and receive free total care technical support at the discretion of Minnovation, and may be listed as a Gold integrator on the Minnovation website.

Gold integrators are eligible for lead generation and referrals, and are eligible for joint marketing activities including one joint case study per annum.

Gold integrators achieve a minimum of $20,000 USD in sales per annum

The Requirements for Certification are as Follows:

- Team attends combined 24 hours of product certification training per annum.

- Hold a minimum Premium Subscription to AlphaX

- Achieve $20,000 USD in product sales per annum

Platinum Integrator

Platinum integrators have had their team complete a combined 40 hours of product certification training per annum. Platinum integrators receive platinum level product discounts on hardware, and are authorised to distribute enterprise licenses of AlphaX. They receive free priority care technical support at the discretion of Minnovation, and may be listed as a Platinum integrator on the MIT website.

Platinum integrators are eligible for lead generation and referral activities and participate in joint marketing campaigns. Platinum integrators receive 2 joint case studies per annum and additional content pieces at the discretion of MIT

The Platinum status is the elite of our Integrators and, as such, they have proven their technical expertise, and their continued successful AlphaX projects which include supporting their existing projects along with driving new projects regularly through their own channels.

The Requirements for Certification are as Follows:

- Team attends 40+ hours of product certification training per annum.

- Hold an Enterprise Subscription to AlphaX

- Achieve a minimum of $50,000 USD in sales per annum

Certification Per Location

Integrators with more than one physical location will be granted integrator certification on a per-location basis determined by the certification level of the persons working at each location. Certified persons may only have their name and certification level associated with one physical location at a time.

De-certification

Any of the conditions listed below may result in the cancellation of an integrator's status level and/or certification.

- Failing to maintain at least one person who has attended certification training in the previous 12 months. If no certified persons remain, the company's status will be lowered to "Registered" status.

- The misrepresentation of an integrator's current status level and/or certification may result in the loss of their status or decertification.

- MIT integrators will exhibit professional conduct, courtesy, and decorum toward end-users, other integrators, and MIT personnel. Violations may result in the decertification of the company and may further result in the loss of their "Registered" status.

- Projects that are poorly implemented by an integrator and result in customer dissatisfaction and which result in MIT's direct involvement for resolution of the dissatisfaction may result in the cancellation of the company certification and may further result in the loss of "Registered" status.

Required Business-Practice Standards

Integrator Program members must follow a Code of Conduct that is required of every MIT Integrator as follows:

- Conducting oneself in all circumstances with honesty and diplomacy.

- Working effectively to resolve customer issues and keeping MIT up to date on the status and eventual resolution of the problem.

- Treating MIT as a valued business partner rather than a competitor in the selling of products. For example, every Integrator is expected to respect a pre-existing business relationship between MIT and an end-user, just as MIT will respect any previously established relationship between an integrator and an end-user. Notwithstanding the above, occasionally end-users demand a direct relationship with MIT. In this case, we ask that the Integrator work with both their customer and MIT to best serve their customer's needs and provide the best support for the customer.

NOTE: This document is uncontrolled once downloaded from the Minnovation Website at https://minnovation.com.au/ integrator-program/

There may be alterations in the terms and conditions of becoming a certified integrator from time to time. All existing integrators will be notified in writing at least 90 days prior to these changes before they take effect.