



MAIL MANAGEMENT

SYNAQ offers a comprehensive solution to complement and enrich the email experience of all businesses, from SME's to larger enterprises. SYNAQ's Mail Management Suite (MMS) gives you everything you need for your businesses' email requirements - from branding and security to compliance, with no changes to your existing infrastructure..

Our solution is email-agnostic, so it will work with your existing email without requiring any additional integration or adaptation.

To become a SYNAQ client, contact us on:
(011) 262 3632 or email sales@synaq.com



SUITE BENEFITS

- **More cost effective** versus implementing the services independently.
- The suite of essential cloud services are **flexible and scalable** to meet your evolving needs.
- **Comprehensive and holistic solution** through a single provider, allowing for the simplification and reduction of administration overheads and requirements for on-site hardware/infrastructure (capex/opex spend).
- **All-in-one** integrated and comprehensive cloud services' suite of complementary mail solutions guaranteed to improve clients' mail experience.
- **Seamless deployment**, integration and management of email services (rather than individual product implementation) and management of multiple third-party systems.
- **Single provider** for services and support allowing for the delivery of a seamless service and faster issue resolution.

MMS SERVICE

- **SYNAQ Securemail** allows you to secure your business from email-borne threats with the dominant cloud email security platform for businesses and parastatals, and now with added risk mitigation using features like ITP, DLP and LinkShield.
- **SYNAQ SecureArchive** is a tamper-proof cloud email archive service that keeps your business email communications compliant with legislation.
- **SYNAQ Branding** centrally transforms every business email into a targeted marketing and communication engagement.

PARTNER ENABLEMENT

What you need to know?

Our partner programme allows you share in the story of our success.

We make it as easy as possible to augment your revenue stream as a reseller of our products. The infrastructure requirements, hardware, software and disaster recovery strategies are all handled by SYNAQ, leaving you to deliver superior services and products to your customers. We have faith in our suite of services because we design and build them with painstaking care and continuously improve them based on feedback from our clients. Reliable services that offer genuine business value are always easier to sell, but we can't have a presence everywhere – and that's where you come in.

SYNAQ's partner programme has a referral programme as well as a reseller program with four levels; Bronze, Silver, Gold and Platinum, to suit companies with varying needs and preferences.



PROGRAMME BENEFITS

CATEGORY	REFERRING PARTNER	BRONZE PARTNER	SILVER PARTNER	GOLD PARTNER	PLATINUM PARTNER
End User Client Support	First, Second, and Third Level support provided by SYNAQ. Helpdesk available from 8:00 am to 5:00 pm for issue resolution and training.	First Level support provided by the Reseller. Helpdesk available from 8:00 am to 5:00 pm for issue resolution and training.	First Level support provided by the Reseller. Helpdesk available from 8:00 am to 5:00 pm for issue resolution and training.	First Level support provided by the Reseller. Helpdesk available from 8:00 am to 5:00 pm for issue resolution and training.	First Level support provided by the Reseller. Helpdesk available from 8:00 am to 5:00 pm for issue resolution and training.
Billing Support	Billing support shall be provided to referred End Users.	Billing support.	Billing support.	Billing support.	Billing support.
Commission Calculation	10% commission of the total annual contract value (TACV) for the first 12 months. 10% ongoing monthly commission if TACV is above R 20,000.	15% ongoing monthly discount on TMCV for standard pricing. Discount applies upon meeting annual sales target.	20% ongoing monthly discount on TMCV for standard pricing. Discount applies upon meeting annual sales target.	25% ongoing monthly discount on TMCV for standard pricing. Discount applies upon meeting annual sales target.	30% ongoing monthly discount on TMCV for standard pricing. Discount applies upon meeting annual sales target.
Branding and Marketing Activities	No branding rights on SYNAQ interfaces or marketing collateral.	No branding rights on SYNAQ interfaces or marketing collateral.	No branding rights on SYNAQ interfaces or marketing collateral.	Reseller will be required to place their name/logo on the SYNAQ Services web-interface with approval. Alternatively, the Reseller web interface shall include a "Powered by SYNAQ" acknowledgment.	Reseller will be required to place their name/logo on the SYNAQ Services web-interface with approval. Alternatively, the Reseller web interface shall include a "Powered by SYNAQ" acknowledgment.
	Not entitled to joint marketing.	Not entitled to joint marketing.	Entitled to joint marketing on a case-by-case basis.	Required to conduct joint marketing with SYNAQ on a campaign basis.	Required to conduct joint marketing with SYNAQ on a campaign basis.
Training Provided	No training provided. Additional training may be purchased.	One sales or account management training session annually. Additional training may be purchased.	One sales or account management training session annually. Additional training	Sales or account management training for 2 people as well as support training for 2 support engineers annually. Additional training for new product releases.	Sales or account management training for 2 people as well as support training for 2 support engineers annually. Additional training for new product releases.

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Marketing Collateral	Electronic brochures provided on request.	Electronic brochures provided on request.	Electronic brochures and additional sales material provided on request and at SYNAQ's discretion.	Electronic brochures and additional sales material provided on request and at SYNAQ's discretion.	Electronic brochures, rebranded brochures, and additional sales material provided on request and at SYNAQ's discretion.
Account Management	Not entitled to an account manager.	Entitled to an account manager or account management meetings on an ad-hoc basis.	Entitled to an account manager.	Entitled to an account manager and account management	Entitled to an account manager and account management meetings.
Website Listing	Not entitled to a listing on the SYNAQ website.	Not entitled to a listing on the SYNAQ website.	Required to have a listing on the SYNAQ website.	Required to have a listing on the SYNAQ website.	Required to have a listing on the SYNAQ website.
Qualifying Criteria	No specific criteria required.	Meet the annual sales target and have always at least 1 trained salesperson in the employ of the Reseller.	Meet the annual sales target and have always at least 1 trained salesperson in the employ of the Reseller.	Meet the annual sales target and have always at least 2 trained salespersons and support persons in the employ of the Reseller.	Meet the annual sales target and have always at least 2 trained salespersons and support persons in the employ of the Reseller.