

Technical Partner Program | Partner Benefits and Requirements





Cortech Developments

Established in 1992, Cortech Developments is a successful UK based company who specialise in software integration solutions for smarter building, fire and security systems. We have a proven track record in delivering software development and integrated system solutions throughout the UK and globally for high security environments and critical infrastructure, enabling organisations to reduce operational costs and enhance operational efficiency.

Our core product Datalog is a modular based software suite that has been developed as a single or multi user Graphical User Interface. It provides local and remote site monitoring and control for single or multiple sites and allows the user to be able to consolidate third-party systems into one central manageable operation.

From a recent customer satisfaction survey, over 90% of our customers who were asked, said that they would recommend Cortech Developments or our core product, Datalog, to others.

Technical Partner Programme

Cortech Developments is looking for partners who match our commitment and drive to deliver industry leading solutions, providing end-users with efficient and effective solutions, creating a real return on their investment.

Your knowledge, expertise, advocacy and loyalty allow us to provide customers with a solution that will successfully improve life, safety and site security while mitigating modern day life risks, to all forms of organisations.

We will communicate with you through our Partner Portal, with marketing literature, training records and news, ensuring you can help address the needs of customers concerns.

Partner Benefits

Cortech Technical Partners can take advantage of a host of benefits by joining our Technical Partner Programme, from access to our demonstration facility in Knutsford to engineer, manager and operator training courses.

Partner Benefits & Requirements Summary

	Recognised	Gold	Platinum
Partner Benefits			
Access to Cortech Partner Portal	✓	✓	✓
Participation in joint events	-	-	✓
Dedicated account manager	-	-	✓
Priority Lead sharing and exclusivity	-	-	✓
System upgrades ¹	-	✓	✓
Use of the Cortech demonstration facility	-	✓	✓
Structured financial discount ²	-	✓	✓
Free Demonstration software	-	✓	✓
Exclusive Product Packages	-	✓	✓
Priority notification of new product features	-	-	✓
Welcome kit and recognition certificate	-	✓	✓
Listing on Cortech website	-	✓	✓
Joint Social Media Marketing	-	✓	✓
Co-branded marketing collateral	-	✓	✓
Use of brand/logo	-	✓	✓
Use of Cortech SFTP	✓	✓	✓
Software downloads	✓	✓	✓
Prioritised technical support ³	-	✓	✓
Sales training and product overview certification	-	✓	✓
Training records	✓	✓	✓
Engineer, Manager and Operator training courses	✓	✓	✓
Partner Requirements			
Technical Partner Agreement	-	✓	✓
Offers national coverage	-	-	✓
Minimum number of certified sales staff	-	2	4
Minimum number of certified engineers	2	4	8
Annual sales and marketing plan	-	-	✓
Quarterly account planning	-	✓	✓
Offers on-site installation and first line support	✓	✓	✓
Multiple maintenance support contract experience	-	-	✓
Offers complete solutions and demonstrations	-	-	✓
Accreditations ISO9001:2015 & ISO 27001 ⁴	-	-	✓
Carbon Neutral Accreditation ⁵	-	-	✓

1. Datalog system upgrades are exclusive to Technical Partners.

2. To be agreed as part of the Technical Partner Agreement.

3. Cortech certified engineers only and site support with valid support contract only.

4. Or equivalent accreditation considered.

5. Platinum Plus only.

Sales

All Gold and Platinum Technical Partners will have access to use our demonstration facility here in Knutsford as well as FREE demonstration Datalog software. Technical Partners will also benefit from lead sharing and exclusivity rights on these leads as well as a structured financial discount on projects.

In addition Platinum Technical Partners will have access to a dedicated Account Manager and will have the opportunity to be involved in joint forums, exhibitions and other forms of events.



Marketing

Gold and Platinum Technical Partners will receive a welcome kit contents which will vary based on their tier level. Both levels of partners will be presented with a certificate indicating their participation onto the Cortech Developments Technical Partner Programme.

Both Gold and Platinum Partners will have the opportunity to have their company details and logo advertised on our new website, and with the support of our marketing department benefit from the use of the Cortech logo and co-branded marketing collateral.

Both tiers of partners will also be able to take advantage of a joint social media campaign, announcing their success on joining our Technical Partner Programme, increasing their social media engagement and awareness.



Support

All Partners will have access to our Partner and End User Portal containing a library of useful information including help files and other product information. This also includes free access and use of our Secure File Transfer service to send and receive files and information securely.

Platinum and Gold Partners will have access to prioritised technical support regarding a wide range of topics. Upon calling the support line, technical partners will be asked to verify their tier level by providing company name, site name, contact name and confirmation of an active support contract. The Cortech Developments support team is engaged, informed and ready to help our technical partners with their questions.



Use of Cortech FFTP



Software downloads



Technical support



Training

All tiers of technical partners will have access to engineer, manager and operator training on our family of products, all of our courses are fully interactive and delivered remotely for your ease. The set up allows trainees to experience practical software solutions split into convenient modules to suit everyone's needs.

Our comprehensive training courses are delivered by experienced instructors and are intended to provide increased knowledge, improving everything from sales to situational awareness and end-user problem solving.

Platinum and Gold Partners will also have the option of receiving sales enablement training for their employees and product overview certification.



Sales training



Training records



Training courses



Partner Requirements

Cortech Partners are evaluated on an annual basis and may qualify for higher tier of partnership the following year.

All partners must offer the end user on-site installation of Datalog and provide a source of first line support to the end users.



Tech partner agreement



National coverage

"I'VE NEVER HAD ANY ISSUES THAT HAVE NOT BEEN RESOLVED, A FIRST CLASS SERVICE FROM CORTECH, LOTS OF SUPPORT FROM THE TEAM. THE QUOTES ARE PROMPT, EXPLAINED WELL AND ANY QUERIES WITH DEALT WITH QUICKLY, AND GREAT DELIVERY."

"CORTECH DEVELOPMENTS AND DATALOG HAVE FULLY MET OUR EXPECTATIONS, THE PRESALES EXPERIENCE WAS QUICK AND DETAILED. THE STAFF ARE EXTREMELY HELPFUL, FIXING NEW BUGS BEFORE THEY GO TO SITE, THEY ARE FLEXIBLE AND EASY TO WORK WITH, MAKING THE WHOLE PROCESS ENJOYABLE. WE ARE REALLY HAPPY WITH DATALOG AND PLEASED WITH THE LEVEL OF SERVICE WE RECEIVED. I WOULD CERTAINLY RECOMMEND CORTECH."

"WE ARE DELIGHTED TO HAVE JOINED THE CORTECH TECHNICAL PARTNER PROGRAMME. WE PRIDE OURSELVES ON DELIVERING BEST IN CLASS SYSTEMS AND SOFTWARE TO OUR CLIENTS AND THIS PARTNERSHIP FURTHER STRENGTHENS OUR GRAPHICAL USER INTERFACE PRODUCT PORTFOLIO."

To enquire about your organisation joining our Technical Partner Programme, please contact our Sales Department at sales@cortech.co.uk or 01925 750 600.



Annual sales and marketing plan



Quarterly Account planning



Solutions and demonstrations



Accreditations and certifications



Installation and support



Maintenance support

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