Eyeglass Partner Accreditation Requirements

Overall Requirements

1. Technical requirements completed (see below)
2. Service Shadow and **first customer sale** with Superna Professional Services advanced service part number sold for shadowing our service team (see below) (eyeglass-Pxx part numbers)
3. Sales training requirements completed (see below)
4. Up front fees **$0,** other than booked advanced service sale to an end customer

Technical Requirements

1. 1 x technically qualified by EMC Isilon implementation engineer
2. 1 x Eyeglass certified - DR implementation and planning engineer (can be the same person as above)
   a. List any Isilon training taken by Engineering resources that are targeted for Eyeglass certification example installation
3. **Technical Requirement:** Registration for Eyeglass certification courses and exams.
   a. Introduction to Eyeglass - Plus the Exam score of 75% or higher
   b. Eyeglass Advanced DR Failover - Plus Exam score of 75% or higher and covers both courses in 70 minute 60 question exam, with 3 Exam attempts
   c. Complete Hands on virtual labs successfully
      i. Lab #1 - Introduction to Eyeglass hands on virtual lab
      ii. Lab #2 – Eyeglass Online Adv Failover DFS training

       iii.   [Lab #3 - Eyeglass Online Advanced Access Zone Failover Training](#)

       iv.   [Lab #4 - Eyeglass Online Cluster Storage Monitor Addon product Training](#)

  d. Requirement to recertify on Eyeglass online course for each major release 2x per year

       i.   Including new Addon products

  e. Trained on Failover Deep dive SyncIQ, DFS enabled and Access zone failover - 2 hour webex session

4. Service Delivery training based on [Service Descriptions](#) and Service Data Sheets

  a. Partner can provide Installation Services using Superna installation template once the above technical personal training has been completed.

  b. Advanced Services services require the **first** service to be booked through Superna Professional Services to partner customer **AND** to shadow with Superna Professional Services team delivering the service to.

       i.   Service templates would be provided post shadow training and knowledge transfer of the service document to the customer.

       ii.   Lab setup for delivery of 5 day service is required to mirror customer key failover use case to demonstrate and perform knowledge transfer of failover steps to the customer

       iii.   Superna trial keys provided for partners to build service delivery lab

5. **Fees**: $0

Sales Requirements

1. 1 sales representative familiar with Sales kit material provided and all FAQ questions

  a. Trained on the [online BOM tool](#) and the ordering guide on the same page.

  b. Trained on [Service Descriptions](#) and Service offerings

       i.   [Service Options and positioning](#)

  c. Trained on EMC/Superna support process for Isilon and Eyeglass customers

  d. 1 hour Sales Training on the above

  e. Deal registration follows Dell EMC partner requirements

  f. **Fees**: $0