Eyeglass Partner Accreditation Requirements

Certification Benefits

1. Access to 180 day lab keys for partner labs
2. SME access for pre-sales support
3. Recommended by Superna sales to customers looking for assistance with solutions
4. Co-marketing - Web listing as certified partner https://www.supernaeyeglass.com/partners
5. Differentiated services when selling Isilon Power Scale solutions
6. Demo support on all products
7. **Lunch new Services and Generate high value Services around Dell Isilon/PowerScale and Dell ECS Examples below**
   a. Cyber Security for unstructured data
   b. DR Consulting

     c.   Auditing Data Best Practices
     d.   DR Design and Implementation

Certification Tracks
1. DR Product Track (DR Automation)
2. Security Product Track (Ransomware Defender for File and Object, Easy Auditor for File and Object)

Overall Requirements to Certification
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
   a. Must provide sales order number of a sale of products covered by the certification to claim a previous sale OR a new sale including services to allow for shadow training of the services.
3. At least one customer sale of DR or security product with services is required in addition to the technical requirements in this document must be completed before partner training will be scheduled.
   a. Partner Training
      i. DR Track
         1. installation of Eyeglass service
         2. DR Design service implementation
         3. DR design document usage
      ii. Security Track
         1. Installation of Eyeglass service
         2. Ransomware Defender / Easy Auditor installation
         3. Post install configuration and knowledge transfer training.
4. Sales training requirements can be completed before technical requirements are met ([see below](#))
5. Up front fees **$0,** other than booked sale of products and service

a. Product Certification Track
    i. **DR product** and an advanced service new sale or previous sale registration.
    ii. **Security products** - Ransomware Defender, Easy Auditor or any Bundle that includes these products and this service must be sold or previous sale registration.
6. Post certification a new sale of products above must register to be authorized to remove the services from a BOM to replace with partner services
    a. Bundled products cannot remove services from the purchase price and will not be credited back since they are discounted inside the bundle.

Technical Requirements DR Track

1. 1 x technically qualified by Dell 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 3-2 - Eyeglass IP Pool Failover](#)
    d. Requirement to recertify on Eyeglass online course for each major release once per year
4. Service Delivery training based on [Service Descriptions](#) and Service [Data Sheets](#)
    a. Partner can provide Installation Services and DR design services using Superna installation and DR Design templates once the above technical personal training has been completed.
    b. Service Delivery training and usage of Copyrighted Service Templates

c. Advanced 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.
    i. Service templates for Eyeglass VM and DR design are provided post shadow session training and knowledge transfer of the service document to the customer.
d. Superna trial keys provided for partners to build service delivery lab

5. **Fees**: $0

Technical Requirements Security Track

6. 1 x technically qualified by Dell Isilon implementation engineer
7. 1 x Eyeglass certified Security technical resource
8. **Technical Requirement:** Registration for Eyeglass certification courses and exams.
    a. [Securing Unstructured Data with Eyeglass Ransomware Defender](#)
    b. [Auditing Scale out NAS Introduction](#)
    c. [Lab 5 Advanced Superna Eyeglass® Ransomware Defender Hands on Lab](#)
    d. [Lab 6 Advanced Superna Eyeglass® Easy Auditor Hands on Lab](#)
    e. Requirement to recertify on Eyeglass online course for each major release once per year
9. Service Delivery training based on [Service Descriptions](#) and Service [Data Sheets](#)
    a. Partner can provide Installation Services and security configuration services using Superna installation and security product templates only once the above technical personal training has been completed.
    b. Service Delivery training and usage of Copyrighted Service Templates
    c. Advanced 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.
        i. Service templates for Eyeglass VM and DR design are provided post shadow session training and knowledge transfer of the service document to the customer.
    d. Superna trial keys provided for partners to build service delivery lab

10. **Fees**: $0

Sales Requirements all Certification Tracks

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.
    b. Trained on Service Descriptions and Service offerings
    c. Trained on Dell/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