UNITRENDS

UNITRENDS PARTNER TRAINING

Your success is our #1 priority

Unitrends is very excited about its new Partner Program kicking off in 2016. In keeping with our commitment to delivering exceptional support to you, our partners, we are delighted to also unveil our new Unitrends Partner training program.   Utilizing a brand new learning system, this program consists of a comprehensive set of brand new online materials and examinations. We offer learning paths tailored to meet the needs of different levels of expertise and roles delivered in a variety of on-demand and interactive formats.   In addition, whether in a sales role or technical, you will have the opportunity to gain recognition and to enhance your professional standing by becoming Unitrends Certified.

Are you ready to become more empowered by learning?

Unitrends has designed a wide range of learning opportunities to take new and experienced Partners to the next level.   Registered Unitrends Partners can learn more and access training through their account on the Unitrends Partner Portal. In addition to working toward a professional certification, completion of training also contributes toward earning points and stars as outlined in the *Unitrends Partner Program Guide*.

New! Sales Certification Training

Individuals in Sales and Marketing roles will have online access through the Unitrends Partner Portal to content that provides information on the differentiated portfolio from Unitrends and how it serves today's market. Individuals in sales roles may select to earn a **Unitrends Certified Sales Professional (UCSP)** certification to gain distinction as true experts in selling Unitrends solutions. As Unitrends is committed to enabling its partners to sell more, there is no charge for this content. This program consists of completing a number of short eLearning courses, available on demand, each with a quiz, totaling approximately 4 hours. Included are topics such as those listed below; some are available initially and others, under development will be posted in upcoming weeks:

- Introduction to Unitrends and Its Market
- Selling Unitrends Solutions
- Overview: Unitrends Backup
- Selling Unitrends Recovery Series
- Selling Cloud Solutions
- Unitrends Cloud Offers

Later this year, Unitrends will launch additional courses to be completed within 30 days of posting and also an additive, higher level sales certification for those who wish to become certified in more complex sales opportunities.

New Design – New Content: Technical Certification Training

Partner employees in technical roles are in for a treat! While they served us well, prior certifications associated with the 'Belt' program (Yellow, Green and Black Belt certifications) has been retired and replaced with updated content put together following training best practices in content development and learning formats. Those who had earned Black Belt certification will be provided an easy path to achieving the equivalent updated certification. Refer to the Frequently Asked Section of this document for additional information.

Members of Unitrends partners who are in technical roles will begin their education with the **Unitrends Certified Associate (UCA)** program. Offered as self-paced eLearning, at no additional charge, this program provides a technical overview of Unitrends products and solutions and essentially replaces the prior Yellow Belt certification. Based on the latest Unitrends release, R9, topics include the Data Protection and Business Continuity capabilities from Unitrends as well as our Cloud and Disaster Recovery offerings.   Comprised of 3 hours of self-paced eLearning, this technical overview concludes with an online certification exam.

Building upon successful completion of the **UCA program**, participants may select work toward earning a **Unitrends Certified System Administrator (UCSA)** certification. This program provides the knowledge and skills in configuration and management necessary to get the most out of our products and solutions and replaces the earlier Black Belt certification. Upon completion of the program, participants will be able to install, configure and administer the Unitrends solution.   Delivered in a blended learning format, this program takes approximately 3 days to complete, and includes access to on-demand eLearning and instructor-supported virtual labs. Please refer to the *Unitrends Partner Program Guide* for additional details.

Partner Training At-a-glance

Certification	Unitrends Certified Sales Professional (UCSP)	Unitrends Certified Associate (UCA)	Unitrends Certified System Administrator (UCSA)
Program Focus	Understanding, positioning value and selling the Unitrends portfolio	Technical understanding of Unitrends solution capabilities	Get the most from the Unitrends solutions by learning to properly install, configure and administer
Target Partner Audience	Sales and marketing	Those in technical and technical sales support roles	Technical resources
Required Prerequisites	None	None	UCA
Format	A series of self-paced, OnDemand eLearning courses each with a quiz	A set of self-paced, OnDemand eLearning module culminating with an exam	A set of self-paced, OnDemand eLearning modules and interactive, instructor supported labs culminating with an exam
Duration	Approx. 25 min per course + additional quiz; 4-5 hours total	Approx. 3 hours	Approx. 3 days s + exam

Frequently Asked Questions (FAQ)

Access to Training Materials

1. How do I access training to get started?
    a. Log into your account on the Unitrends Partner Portal.   In the menu running across the top of the screen, click on the tab labeled 'My Training'. On this screen, click on 'My Training' to see what courses have been assigned to you. If no courses have been assigned, you may get started by clicking 'Catalog' and then selecting Sales or Technical, whichever is of interest to you.

2. Once I start taking training, how do I get information on achievements, course completions, etc.?
    a. This is also accessible in the Partner Portal under 'My Training'.   Information on your 'Achievements' and enrolled 'Training Tracks' will be visible.

3. Is all of the training available now?
    a. A number of modules are available now and the others will be added throughout March and early April. Sales courses taken now will count toward the Unitrends Certified Sales Professional certification which is awarded upon completion of the group 6 courses.   In the technical area, the Unitrends Certified Associated courses and certification are complete now and Unitrends Certified Administrator will be available in March.

Relation to Prior Training

4. What happened to the Belt certifications?
    a. Unitrends is replacing its Belt certification program with this new, updated training to coincide with the new Partner Program. The new certifications better align those used throughout the IT domain and more clearly communicate the skills which have been attained.   With this new model, Unitrends will also be able to add and offer other advanced training programs.

5. How do the new courses compare to the earlier Belt programs?
    a. The new programs provide more comprehensive coverage of Unitrends products and solutions. They have been designed following best practices in adult learning which have resulted in a higher quality, more in-depth curriculum that is provided in a modular, on-demand format allowing students to replay or revisit content over time.

6. What if I am already Belt certified? Will I automatically receive the new certification?
    a. As the material is substantially refreshed, all will be required to earn the Unitrends Certified Associate (UCA) certification. In respect for prior knowledge and experience, those who pass the UCA and also have a Black Belt certification, will be able to earn the Unitrends Certified System Administrator (UCSA) by passing an exam and 'testing out' of the new course. This option will be made available later in the spring. Contact training@unitrends.com for more information.

7. What happens to any previously purchased but unused Green Belt or Black Belt courses?
    a. If you have purchased but not yet used a Green or Back Belt course, this can be applied the new Unitrends Certified System Administrator (UCSA) course. Contact training@unitrends.com for details.

8. I used to be able to earn Unitrends rewards for completing the Yellow Belt course. Has this changed?
    a. You will still have the opportunity to earn points and starts for completing training as outlined in the Unitrends Partner program. Refer to the Unitrends Partner Program Guide for further information.

9. Will I receive a certificate showing certification?
    a. A feature will be available shortly enabling the new training system to generate certificates and make them available for download. Until then, they will be issued by request sent to training@Unitrends.com.

10. For how long are these certifications valid?
    a. Certifications are valid for one year from date of completion. Provided you stay current by completing new release learning courses and associated yearly exams, your certification will renew. If you do not complete the new release training requirements that will be clearly communicated to you or do not pass the yearly exam, your certification will lapse and you will need to recertify.

11. How can I find out more information about training?
    a. Firstly, log into the Unitrends Partner Portal and click on the 'My Training' tab. You may also reach out to the Unitrends Partner program at FieldCSM@Unitrends.com and the training team at training@unitrends.com .