

PLUS Program Datasheet

Introduction

PLUS program today

The One Identity PLUS program recognizes the implementation capability in delivering the OI solution set, primarily focused on programmatic solutions, such as Safeguard for Privileged Access Management (PAM), One Identity Manager for Identity Governance & Administration (IGA) and OneLogin and Active Roles for Access Management.

Partners who have delivery capabilities across these solutions are given the status of PLUS partners which grants them automatic vendor approval to implement the associated product and indicates to the customer and implementation partner that they have the recognized skills needed to have a successful delivery and design an ongoing Identity and Access Management (IAM) platform.

How do partners get PLUS status?

For a partner to get PLUS status, they require:

1. Consultants to have attended the official OI **Technical Specialist** certification on the chosen product and are capable of working as chargeable resources on implementations
2. At least one consultant in the organization to have delivered a minimum of two successful implementations and can act as a technical project lead and/or Enterprise Architect. This person is recognized by OI as an **Implementation Professional**

Partner Benefits

- **Authorized Training Centre eligibility**
- **Customer training offering**
- **Recognition of delivery capabilities**
- **Niche training offerings**
- **Sponsorship opportunities**
- **Elevated support**
- **Closer alignment with the vendor R&D teams**

3. An Implementation Professional who can build a comprehensive solution architecture, deliver complex and advanced product functionality and communicate both business and technical value, gaining stakeholder buy-in across the customer organization.

The importance of the Implementation Professional cannot be overstated as product and IAM project knowledge **is critical to a successful deployment.**

One Identity supports and develops new and existing partners through enablement training and in the provision their own professional services implementation consultants to new projects. This allows partners to shadow, upskill their own consultants and better ensure successful delivery

Recognizing challenges in the PS space

There are challenges within the IAM Professional Services (PS) space that affect most, if not all, partners.

The most pressing challenge is the general supply of resourcing in the IAM and wider cybersecurity market. One Identity is committed to continuously enabling our partner base to ensure they have the necessary skills and resources to meet their and our shared growth objectives, as well as existing project delivery obligations. Our partners underpin our ability to deliver and grow One Identity adoption and usage.

If you need to meet any training requirements, please see our Public Training Catalogue or reach out to your local Channel Manager for any private training needs.

Building value into our program

As OI products develop in response to market and technology advances so must we. In doing so, our partners need to be provided with additional training and enablement opportunities.

On the partner portal, you will find new materials that reflect product and branding updates. All registered partners will also find self-paced courses on our partner learning platform (Litmos).

One Identity Expert Services

The One Identity Expert Services organization is an integral piece in our capability to deliver successful projects and ensure partners have access to experienced engineers. One Identity maintains a dedicated professional consultancy practice across all product sets which provides experienced engineers to support new partners looking to deliver and shadow projects, as well as working with established partners with resourcing requirements when needed. With this service comes project scoping which is often a determining factor in the success of an RFP submission so we would implore new or inexperienced partners to engage with our Expert Services.

Program enhancements

As a long-established vendor in the IAM space, we have a wide range of current partners. Each one has different skills sets, product knowledge and go-to-market strategies.

One Identity recognizes the opportunity this range of experience provides to enhance our experienced partners' skills in supporting newer partners and customers.

We have a collaborative ecosystem where partners compete (but also collaborate) to develop a wider One Identity install base. This grows the number of references and available OI skills within local markets and on wider basis.

This also means partners can access skilled resources to win business or service existing projects. There is also scope for training and enablement within the partner ecosystem. Recognizing and publishing these skills to the wider partner market as the vendor will further this opportunity as it exists today.

We have partner recognition for license transaction based on a metal tiering (Silver, Gold and Platinum). This tiering is reflective of license and renewal transaction volumes. Delivery capability is not broken to the same degree; the only threshold is the Plus+ level, as defined above.

We have developed and introduced a public facing differentiation that reflects delivery capabilities and provides those on higher tiers with benefits and privileges. Read on for the requirements and benefits of our new tiered PLUS program.

Professional Services tiering under the PLUS program

To reflect delivery capabilities, the tiers listed in the chart below have been developed. They reflect not only the number of implementations completed, but the depth of One Identity expertise. With this expertise comes the customer base and resource depth to provide ancillary services, including in-house benefits.

The logic behind the develop of these tiers equates to the following:

- Number of Implementations & References +
The Number of Consultants = Product Expertise

PLUS PROGRAM - PARTNER SERVICE TIERS

Requirements	PLUS	Advanced+	Premier+
One Identity Practice	Yes	Yes	Yes
Minimum Certified Resources (per Solution) Technical Specialist	4	10	25
Minimum Certified Resources. Implementation Prof.	1	3	6+
Customers in Production/Successful Implementations (of which (x) are public references)	2 (1)	4 (2)	8 (4)
Adhering to OI PartnerCircle T&C's	Yes	Yes	Yes
Annual requirement (OI financial year)	None	2 new certifications / 1 new customer	5 new certifications / 1 new customer
Benefits	PLUS	Advanced+	Premier+
ATC opportunity	No	No	Yes
Listing on OneIdentity.com/PLUS	Standard Partner Locator	Standard Partner Locator and specialist PLUS microsite listing	Standard Partner Locator and specialist PLUS microsite listing
RTM product version access	No	TBD	Yes
Roadmap sessions	No	Yes	Yes
Optimising Support Engagement Workshop	No	Yes	Yes
Public facing badge	Yes	Yes	Yes
PR opportunity	Yes	Yes	Yes
Access to Connect	Yes	Yes	Yes

Partner Benefits

Authorized Training Centre (ATC) eligibility

Partners at the Premier+ tier who have in-house knowledge, experience, local environments and documentation will be given the opportunity to provide vendor-approved training to their own consultants.

Customer training offering

For the same reasons given in the ATC, OI recognizes partners' ability to build a customer-specific training (non-implementation). This allows partners to build additional value into their service offering and recognizes customer learning and shadowing during implementation.

Recognition of delivery capabilities By identifying resourcing scale and experience, the new OI service tiering will differentiate partners in regard to pure license resale and implementation proficiency. This provides customers with the opportunity to choose the correct partner for their needs.

Please ensure that your certified consultant record is up to date. Using the [Consultant/ Partner Certification Transfer Form](#) you can add new consultants that may have joined with a certification. Once you have completed the form One Identity will check the registration and reflect it in your plus status.



Elevated Support

PLUS partner expertise in indirect customer support case allows for direct resolution without OI support. For cases when escalation is needed, higher tiered PLUS partners will have the option to submit qualified service request for quicker resolution. A better developed partner ecosystem provides a wider scope for collaboration and training, giving partners the opportunity to achieve public-facing certifications and commercial differentiators to drive business.

Wider awareness on the market further elevates consciousness of One Identity as a leader in the IAM space, increases the number of decision makers/influences with OI credentials and creates avenues to present our Unified Identity Platform.

Summary

We are excited to support our partners in scaling delivery capabilities and product knowledge because, together, we benefit the partner and user ecosystem as a whole.

The improvements being made to the development and recognition of service capabilities are in response to partner feedback. OI is committed to providing these necessary supports and resources through the PLUS program.

Better implementations and greater availability of consultancy resources lead to successful projects, happier customers, improved market skills and continued joint success far into the future.

About One Identity

One Identity delivers unified identity security solutions that help customers strengthen their overall cybersecurity posture and protect the people, applications and data essential to business. Our Unified Identity Security Platform brings together best-in-class Identity Governance and Administration (IGA), Access Management (AM), Privileged Access Management (PAM) and Active Directory Management (AD Mgmt) capabilities to enable organizations to shift from a fragmented to a holistic approach to identity security. One Identity is trusted and proven on a global scale – managing more than 500 million identities for more than 11,000 organizations worldwide.

For more information, visit www.oneidentity.com.