



PROGRAM GUIDE

Commvault MSP Partner Program 4.0

Date: July 2024

As we evolve the MSP partner program, a key consideration is building a program that recognizes partners for their holistic investment and commitment to Commvault. Regardless of whether our MSP Partners have built their services leveraging our Software or SaaS portfolio, we want a single program to cover all our MSP Partners.

In light of the above design principle, we're evolving our MSP partner program to a points-based qualification system. As part of the program requirements, partners will earn points based on objective criteria, and the number of points earned will determine the program tier that they fall into.

MINIMUM PROGRAM REQUIREMENTS

Partners will still need to meet a minimum set of requirements in order to qualify for the program. The minimum set of requirements includes a minimum number of individuals trained and certified in the areas listed in the table below.

Table 1 - Minimum Training Requirements to qualify for the MSP Partner Program

	Minimum Training Curriculum Required	Minimum # of Individuals
If building service using Commvault Software	Commvault Professional Advanced Certification	2
	Managed Service Provider (MSP) Solutions	2
	Managed Service Provider Operations Staff	2
	Commvault Core Enablement for Support	2
If building service using Commvault Cloud SaaS	Commvault Cloud Sales Professional (CCSP)	2
	Commvault Cloud Technical Sales Professional (CCTSP)	2
	Metallic MSP Portal Training v2 (ME-MEPT)	2
	Metallic Specialist Training for MSPs v2 (ME-MESP)	2

Note that while the same 2 individuals can be trained across all the learning paths listed above, they are intended for different persona including Sales, Technical Sales, Support Specialists, Operators, etc. so we recommend having individuals from the right teams go through the training.

If an MSP Partner is using both Commvault Software and Commvault Cloud SaaS to power their data management services, then all 8 learning paths in Table 1 need to be undertaken.

In addition to the training requirements listed above, all partners need to commit to providing Level 1 & 2 support to their end customers. Since MSP Partners are selling their own services to their end customers, they are best positioned to provide this support. Commvault will of course handle product-specific escalations (defined as Level 3 support) in conjunction with the MSP Partner.

[Appendix A](#) provides a brief description on the above service level commitments.

PROGRAM TIER REQUIREMENTS

Once the MSP Partner has met the minimum requirements listed in the section above, they are in Commvault's MSP Partner Program. Commvault's MSP partner program is designed with 3 program tiers:

- Elite Tier (formerly known as the MarketBuilder tier) – the top tier of the program; highest level of commitment
- Premier Tier – the middle tier of the program; increasing level of commitment
- Authorized Tier – the entry tier within our program; partners beginning and in the early stages of growing their engagement with Commvault

As mentioned above, tiers are calculated based on a points-based qualification system. Partners can earn points based on the specific requirements in Table 2 below.

Table 2 – MSP Partner Program Requirements and Qualifying Points

Category	Criteria	Points
Sales Performance		
Core Software Bookings ¹	Greater than \$400,000	100
Core Software Bookings ¹	Between \$200,000 and \$400,000	60
Core Software Bookings ¹	Less than \$200,000	30
Commvault Cloud MSP SaaS Bookings (ACV)	Greater than \$1,000,000	180
Commvault Cloud MSP SaaS Bookings (ACV)	Between \$500,000 to \$999,999	150
Commvault Cloud MSP SaaS Bookings (ACV)	Between \$250,000 to \$499,999	100
Commvault Cloud MSP SaaS Bookings (ACV)	Between \$100,000 - \$249,999	60
Commvault Cloud MSP SaaS Bookings (ACV)	Less than \$100,000	30
Designated Business Manager	Yes/No	20
Quarterly Forecast & Pipeline Review	Yes/No	20
Marketing Performance		
Promotion of Commvault/Commvault Cloud on Partner Website	Yes/No	20
Joint Commvault/Partner end Customer Events (annual)	Yes/No	20
Publicly Referenceable Case Studies	Yes/No	20
Designated Marketing Manager	Yes/No	20

Category	Criteria	Points
Competency Training		
Commvault Cloud Sales Professional (CCSP)	Number of Individuals	5*
Commvault Cloud Technical Sales Professional (CCTSP)	Number of Individuals	5*
Metallic MSP Portal Training v2 (ME-MEPT)	Number of Individuals	5*
Metallic Specialist Training for MSPs v2 (ME-MESP)	Number of Individuals	10*
Software - Commvault Professional Advanced	Number of Individuals	5*
Software - MSP Partner Solutions Training	Number of Individuals	5*
Software - MSP Partner Operations Staff Training	Number of Individuals	5*
Software - Core Enablement for MSP Partners	Number of Individuals	5*
Commvault Approved Industry/Vendor MSP Certification (e.g., Microsoft Azure Expert MSP Certification)	Yes/No	50
Support		
Level 1 and Level 2 Support to End Customers	Yes/No	30
Governance		
Joint Annual Business Plan	Yes/No	30

1 Core Software Bookings refer to partner bookings on Commvault software. Commvault will use bookings from the last 12 months, or average annual bookings over the last 3 years, whichever is the larger amount. This is inclusive of Subscriptions on Commvault software as well as Utility bookings. It is also inclusive of any Software Fund agreements that a partner may enter into with Commvault.

*5 points per individual trained (10 for Commvault Cloud Specialist Training path); cap of 50 per learning path (cap of 100 for Commvault Cloud Specialist Training path)

Once all the points are tallied up based on Table 2, partners will qualify for the tiers within the program based on Table 3 below.

Table 3 – MSP Partner Program Tiers

Tier	Points Needed
Elite	400+
Premier	200 - 399
Registered	0 - 199

[Appendix B](#) references sample scenarios on how partners can qualify for the different tiers listed above.

PROGRAM BENEFITS

As part of the Commvault MSP Partner Program, partners will earn benefits commensurate with the program tier they fall into. Our intent is to help our MSP Partners build a long-term, profitable data management practice powered by Commvault Software or SaaS, and our program benefits are designed with this goal in mind.

The table below lists out the benefits that partners can earn, based on the program tier they fall into.

Table 4 – MSP Partner Program Benefits

Benefit	Authorized	Premier	Elite
Sales Support			
Tier-Aligned Pricing	✓	✓	✓
Designated Sales Resources		✓	✓
Commvault Cloud MSP SaaS Growth Incentive		✓	✓
Marketing Support			
Use of Commvault and/or Commvault Cloud logo	✓	✓	✓
Partner Logo on Commvault.com Partner Locator Tool		✓	✓
Access to Proposal-Based Market Development Funds		✓	✓
Partner Campaigns		✓	✓
Customizable Social/PR Templates		✓	✓
Education & Enablement			
Educational Content & Tools on Partner Portal	✓	✓	✓
Access to Commvault University	✓	✓	✓
Product Briefings			✓
Customer Success Management			
Designated CSM Resources – Tech Enablement, Deployment Help, Consultative Support		✓	✓
SLA Insights and Proactive Notifications		✓	✓
Expansion Assistance for Additional Service Offerings		✓	✓
Technical Support			
Access to Maintenance Advantage Online Support Community and Knowledge Base	✓	✓	✓
Governance			
Executive Business Reviews		Annually	Quarterly

For the above benefits which may not be self-explanatory, we've provided a brief description on the following page.

Tier-aligned Pricing – For our Commvault Cloud SaaS portfolio, we’ve aligned pricing to partner tiers within the MSP partner program. In short, pricing on Commvault Cloud products become more attractive as partners move from the Authorized tier to the Elite tier. The tiers themselves are based on the value exchange with partners, and we believe it’s important to align pricing to more than just volume.

Note that Airgap Protectis listed in the SP Pricebook at the price that all Service Providers will be charged, regardless of partnership level. No discounting is available on these Storage-Only products under any circumstances.

Discounts listed below are based on the published prices listed in the Commvault Cloud MSP Partner (MTSP) Pricebook, which will be published to the Partner Portal quarterly. Any pricing changes published in the pricebook will take effect for utility billing purposes on the first day of the following quarter. For example, if a price change is noted in the May Pricebook update, the pricing will go into effect for Utility billing on July 1. Pricebooks will be released with no less than 45 days remaining in a quarter.

Partnership Level	Price List Discount (Excluding Airgap Protect)	Price List Discount - Airgap Protect
Authorized	30%	0%
Premier	40%	0%
MarketBuilder	44%	0%

Commvault Cloud MSP SaaS Growth Incentive – this incentive rewards eligible MSPs for growing their QoQ MSP SaaS bookings above a baseline 15% threshold. This incentive also includes an accelerator for driving MSP SaaS growth through multiple workloads.

Market Development Funds (MDF) – these funds are available for our partners to fund demand generation activities, grow leads and build pipeline with Commvault. These funds are proposal-based, which means partners need to submit a proposal for funds via their PBMs for review and approval. We strongly encourage partners to co-invest in these activities in order to maximize returns.

Partner Campaigns- these are marketing resources available to partners to run a full integrated marketing campaign all pre packaged by topic. You only need to add your logo and a call to action and then you can launch your own campaign. These are free to our partner ecosystem to leverage.

Commvault University – all partners get access to Commvault University when they become a partner within our program. This is the central location for training and enablement, including the curricula needed to become compliant with the requirements of the MSP partner program.

Product Briefings – quarterly briefings for Elite MSP Partners hosted by our product/engineering teams to notify MSP Partners of feature releases, upcoming updates, etc.

Customer Success Management – we’re here to help you get the most out of the Commvault Cloud SaaS portfolio, with people, tools and insight who can help you build your service offerings, thus accelerating your time to market. We can also help you expand your service offerings to additional workloads, thus opening up additional revenue streams for you with your customers.

Access to Support Portal – leverage our self-service options to find answers within our Knowledge Base or Commvault Cloud Community or manage active support cases.

MAINTAINING TIERS

Partners need to stay compliant to tier requirements in order to keep availing of tier benefits within the program. Compliance is determined by Commvault on a quarterly basis, at the start of each of our fiscal quarters (April, July, October, January). Partners will be notified during these time periods if they are noncompliant with their designated tier.

That said, we do realize that changes happen in business, and we give partners a period of 3 months to get back in compliance with their tier. Once this 3 month period ends and, if non-compliance still persists, affected partners will be dropped to the appropriate tier based on the revised requirement points they earn.

INTERESTED IN BECOMING A COMMVAULT MSP PARTNER?

If you're a new partner to Commvault, or if you're an existing Solution Provider of Commvault, fill out an application form to become a Commvault MSP Partner at https://partners.commvault.com/PRM_Register

If you're an existing Commvault Software MSP Partner, and are interested in leveraging our Commvault Cloud MSP Partner portfolio for your services, reach out to your account manager to get the conversation started.

In both instances above, a detailed evaluation will be conducted by the Commvault team, and you will be notified of this decision within 2 weeks of submitting your application. We require this since we want to make sure we're able to meet the expectations of prospective partners to ensure mutual success.

Appendix A: Support Service Level Expectations of MSP Partners

When submitting a case, Company is responsible for setting the initial severity level in accordance with the severity table in MSP Customer Support Policies. The incident severity will determine Commvault's estimated response times and levels, as well as Company's expected response.

Levels 1 and 2. Examples of support services provided by the MSP Partner include, but are not limited to: End-User Issues, General Questions, Configuration, Data Management Operations (Backup, Restore, etc.), Reporting, Licensing, Billing. Level 1 and Level 2 (L1/L2) is requirement where any end user reported issue, or issue they, as the MSP Partner, observe an issue, requires them to provide initial triage including and not limited to log review, attempt in troubleshooting to resolve, and any further information gathering. All of this is required to be completed and reported to engage Commvault's L3/L4 Support.

Upon engagement of L3 Support, it is required to utilize Commvault Cloud Support Portal and fill in all of the required fields including and not limited to End-User information, Troubleshooting performed, Log analysis and additional information.

Pre-requisites of engaging Commvault L3/L4 Support are outlined in Program Training Requirements, see [Minimum Program Requirements](#) in this document.

Level 3. Examples of support services that are commonly performed under Escalation Support include but are not limited to: Infrastructure Changes (where permissions supplied to the MSP Partner is not applicable), Infrastructure Outages, Product defects or reported bugs.

Appendix B: Sample Scenarios for partners achieving different tiers

Example of how to get to Elite (in this example, adds up to 480 points):

Category	Criteria	Points	Actuals	Achievement
Sales Performance				
Core Software Bookings	Greater than \$400,000	100	\$0	30
Core Software Bookings	Between \$200,000 and \$400,000	60		
Core Software Bookings	Less than \$200,000	30		
Commvault Cloud MSP SaaS Bookings (ACV)	Greater than \$1,000,000	180	\$301,000	100
Commvault Cloud MSP SaaS Bookings (ACV)	Between \$500,000 and \$999,999	150		
Commvault Cloud MSP SaaS Bookings (ACV)	Between \$250,000 and \$499,999	100		
Commvault Cloud MSP SaaS Bookings (ACV)	Between \$100,000 and \$249,999	60		
Commvault Cloud MSP SaaS Bookings (ACV)	Less than \$100,000	30		
Designated Business Manager	Yes/No	20	Yes	20
Quarterly Forecast & Pipeline Review	Yes/No	20	Yes	20
Marketing Performance				
Promotion of Commvault/Commvault Cloud on Partner Website	Yes/No	20	Yes	20
Joint Commvault/Partner End Customer Events (Annual)	Yes/No	20	Yes	20
Publicly Referenceable Case Studies	Yes/No	20	Yes	20
Designated Marketing Manager	Yes/No	20	Yes	20
Competency Training				
Commvault Cloud Sales Professional (CCSP)	Number of Individuals	5 pp	8	40
Commvault Cloud Technical Sales Professional (CCTSP)	Number of Individuals	5 pp	4	20
Metallic MSP Portal Training v2 (ME-MEPT)	Number of Individuals	5 pp	2	10
Metallic Specialist Training for MSPs v2 (ME-MESP)	Number of Individuals	10 pp	5	50
Software - Commvault Professional (Advanced)	Number of Individuals	5 pp	No	0
Software - MSP Partner Solutions Training	Number of Individuals	5 pp	No	0
Software - MSP Partner Operations Staff Training	Number of Individuals	5 pp	No	0
Software - Core Enablement for MSP Partners	Number of Individuals	5 pp	No	0
Commvault Approved Industry/Vendor MSP Certification (e.g., Microsoft Azure Expert MSP Certification)	Yes/No	50	Yes	50
Support				
Level 1 and Level 2 Support to End Customers	Yes/No	30	Yes	30
Governance				
Joint Annual Business Plan	Yes/No	30	Yes	30

Example of how to get to Premier (in this example, adds up to 280 points):

Category	Criteria	Points	Actuals	Achievement
Sales Performance				
Core Software Bookings	Greater than \$400,000	100	\$0	30
Core Software Bookings	Between \$200,000 and \$400,000	60		
Core Software Bookings	Less than \$200,000	30		
Commvault Cloud MSP SaaS Bookings (ACV)	Greater than \$1,000,000	180	\$101,000	60
Commvault Cloud MSP SaaS Bookings (ACV)	Between \$500,000 and \$999,999	150		
Commvault Cloud MSP SaaS Bookings (ACV)	Between \$250,000 and \$499,999	100		
Commvault Cloud MSP SaaS Bookings (ACV)	Between \$100,000 and \$249,999	60		
Commvault Cloud MSP SaaS Bookings (ACV)	Less than \$100,000	30		
Designated Business Manager	Yes/No	20	Yes	20
Quarterly Forecast & Pipeline Review	Yes/No	20	No	0
Marketing Performance				
Promotion of Commvault/Commvault Cloud on Partner Website	Yes/No	20	Yes	20
Joint Commvault/Partner End Customer Events (Annual)	Yes/No	20	No	0
Publicly Referenceable Case Studies	Yes/No	20	Yes	20
Designated Marketing Manager	Yes/No	20	No	0
Competency Training				
Commvault Cloud Sales Professional (CCSP)	Number of Individuals	5 pp	4	20
Commvault Cloud Technical Sales Professional (CCTSP)	Number of Individuals	5 pp	2	10
Metallic MSP Portal Training v2 (ME-MEPT)	Number of Individuals	5 pp	2	10
Metallic Specialist Training for MSPs v2 (ME-MESP)	Number of Individuals	10 pp	3	30
Software - Commvault Professional (Advanced)	Number of Individuals	5 pp	No	0
Software - MSP Partner Solutions Training	Number of Individuals	5 pp	No	0
Software - MSP Partner Operations Staff Training	Number of Individuals	5 pp	No	0
Software - Core Enablement for MSP Partners	Number of Individuals	5 pp	No	0
Commvault Approved Industry/Vendor MSP Certification (e.g. Microsoft Azure Expert MSP)	Yes/No	50	No	0
Support				
Level 1 and Level 2 Support to End Customers	Yes/No	30	Yes	30
Governance				
Joint Annual Business Plan	Yes/No	30	Yes	30

Example of how to get to Authorized (in this example, adds up to 160 points):

Category	Criteria	Points	Actuals	Achievement
Sales Performance				
Core Software Bookings	Greater than \$400,000	100	\$0	30
Core Software Bookings	Between \$200,000 and \$400,000	60		
Core Software Bookings	Less than \$200,000	30		
Commvault Cloud MSP SaaS Bookings (ACV)	Greater than \$1,000,000	180	\$0	30
Commvault Cloud MSP SaaS Bookings (ACV)	Between \$500,000 and \$999,999	150		
Commvault Cloud MSP SaaS Bookings (ACV)	Between \$250,000 and \$499,999	100		
Commvault Cloud MSP SaaS Bookings (ACV)	Between \$100,000 and \$249,999	60		
Commvault Cloud MSP SaaS Bookings (ACV)	Less than \$100,000	30		
Designated Business Manager	Yes/No	20	No	0
Quarterly Forecast & Pipeline Review	Yes/No	20	No	0
Marketing Performance				
Promotion of Commvault/Commvault Cloud on Partner Website	Yes/No	20	Yes	20
Joint Commvault/Partner End Customer Events (Annual)	Yes/No	20	No	0
Publicly Referenceable Case Studies	Yes/No	20	No	0
Designated Marketing Manager	Yes/No	20	No	0
Competency Training				
Commvault Cloud Sales Professional (CCSP)	Number of Individuals	5 pp	2	10
Commvault Cloud Technical Sales Professional (CCTSP)	Number of Individuals	5 pp	2	10
Metallic MSP Portal Training v2 (ME-MEPT)	Number of Individuals	5 pp	2	10
Metallic Specialist Training for MSPs v2 (ME-MESP)	Number of Individuals	10 pp	2	20
Software - Commvault Professional (Advanced)	Number of Individuals	5 pp	No	0
Software - MSP Partner Solutions Training	Number of Individuals	5 pp	No	0
Software - MSP Partner Operations Staff Training	Number of Individuals	5 pp	No	0
Software - Core Enablement for MSP Partners	Number of Individuals	5 pp	No	0
Commvault Approved Industry/Vendor MSP Certification (e.g. Microsoft Azure Expert MSP)	Yes/No	50	No	0
Support				
Level 1 and Level 2 Support to End Customers	Yes/No	30	Yes	30
Governance				
Joint Annual Business Plan	Yes/No	30	Yes	0