Reseller Registration & Review Policy

ByteKast LXP
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Overview

A ByteKast Reseller is an entity or company that takes on the role of selling and supporting ByteKast as a Software as a Service (SaaS) to their customers.

Approved ByteKast Resellers represent the ByteKast platform and are mandated to, in alignment with ByteKast's Reseller Policies, to **handle the sales & marketing, to offer add-on services, manage the implementation process, and to support and provide training to** their customers that are subscribed to the ByteKast platform.

The Reseller's appointed team members will need to undergo relevant training and qualification in order to offer high quality technical and knowledge support for ByteKast subscribers and the users of these subscribers.

PURPOSE

The purpose of this document is as follows:

1. **Optimal Reseller:** Define what is required of Resellers and describe the criteria that will make a successful ByteKast Reseller.
2. **Reseller Registration:** Present the questionnaire that potential Resellers must complete.
3. **Reseller Review:** Explain how ByteKast reviews registrations & what happens once a potential Reseller has successfully registered.

SCOPE

All employees, contractors, consultants, resellers, temporary and other workers at ByteKast and its subsidiaries should adhere to this policy. This policy specifies requirements for the correct registration & review of Resellers.

POLICY

1. Optimal Reseller

An optimal ByteKast Reseller fulfils the criteria that have been identified to be essential in providing a good standard of service for any ByteKast LXP subscriber.

1.1. Nature of Business & Supporting Services

The Reseller should be in a position to offer at least 4 (four) of the following value-adding services, including but not limited to:

1.1.1 Technical consulting skills

1.1.2 Software consulting skills

1.1.3. Content production services

1.1.4. Technical & web support skills

1.1.5. Dev ops

1.1.6. Web & app development services

1.1.7. Marketing/branding/PR services

1.1.8. Videography / photography / animation / illustration / digital design

1.1.9. Instructional design

1.1.10. Training skills

1.2. Technical Knowledge

The Reseller is expected to have some experience in the online/web industry and understand the basics of the following: progressive web apps, native vs web apps, enterprise apps vs public store apps, aspect ratios, image/video optimisation, web friendly fonts and colours, basic browser and app troubleshooting.

1.3. Valid Tax/Business Registration Status

Resellers need to be able to provide one of the following documents:

    1.3.1. Valid Tax Certificate

    1.3.2. Business Registration Document

    1.3.3. Provisional Tax number

1.4. Primary Contact (ByteKast Agent)

The Reseller must appoint a primary contact who will be responsible for managing the roles and permissions on the Reseller's own ByteKast account, and will also be the contact person with regards to billing and quarterly reviews with the ByteKast team.

1.5. ByteKast Project Lead

At least one dedicated person within the Reseller's organisation needs to be assigned as the ByteKast Project Lead when a ByteKast sale is made. This person will be responsible for overseeing the sale, implementation, training and support throughout a ByteKast implementation.

1.6. Vision and Understanding of Product

All Resellers are expected to understand ByteKast as a product and the opportunities that come with it. ByteKast thus endeavours to attract businesses with the following qualities:

    1.6.1. Entrepreneurial (self-motivated, knowledgeable, passionate);

1.6.2. Genuine interest in EdTech and/or ByteKast as platform;

1.6.3. Can visualise the opportunities that ByteKast has to offer.

1.7. Training & Support

1.7.1. All Resellers (and their appointed team members) are obligated to participate in webinars and/or relevant training and learning, until such time that they complete the ByteKast Reseller Qualification and/or prove that they can operate confidently and independently. Resellers are expected to adhere to the ByteKast Support Policy.

1.8. Handling Sales & Code of Conduct

1.8.1. Resellers are required to have at least one sales person who can be trained to sell ByteKast subscriptions (must complete the relevant ByteKast Qualifications).

1.8.2. A minimum of 3 (Three) ByteKast subscriptions need to be sold per annum to maintain their status as a Reseller. Depending on the amount of sales made per quarter, a Reseller can level up or down and enjoy the related benefits.

1.8.3. Correct marketing and promotion, correct product and brand representation are expected (as per the ByteKast Marketing Policy)

1.8.4. Resellers may not replicate the platform.

1.8.5. Account details are not to be shared with external parties.

1.9.   ByteKast Qualification

All Resellers are required to complete the ByteKast Qualification (outlined in the ByteKast Qualification Policy) before they can sell and support their ByteKast subscribers.

2.   Reseller Registration

The following questions require to be answered in order to register as a ByteKast LXP Reseller. Supporting documents to be attached to the submission.

2.1.   What is the Name of the Company?

2.2.   Name the Shareholders and/or Company Directors

2.3.   Number of Employees

2.4.   In business since…

2.5.   List what you believe to be your main value-adding services that can be sold in tandem with ByteKast.

2.6.   Have you ever used or worked with a learning platform before? If yes, please specify.

2.7.   Do you have an existing support team?

2.8.   Do you have an existing tech team? If yes, what are the core skills.

2.9.   Please provide one of the following: Valid Tax Certificate, Business Registration Document, Provisional Tax number

2.10.   Do you have existing resources who are in a position to undergo ByteKast training?

3. **Reseller Review**

   3.1. The review process may take up to 3 weeks. If the Reseller's registration is unsuccessful, ByteKast will endeavour to provide reasoning. In this case a Reseller may try again or may negotiate suitable terms with ByteKast if the interest is mutual.