



PROGRAM GUIDE

CERTIFIED TRITON[®] INTEGRATOR (CTI) PROGRAM



TRITON[®]

PROGRAM OVERVIEW

Websense recognizes and promotes premier service partners who have demonstrated their consistent expertise and the highest level of commitment to Websense web, email and data theft security solutions. Thus, CTI partners are preferred deliverers of Websense® TRITON implementation services to our customers. Their technical knowledge, security best practices and passion for excellent customer satisfaction allows CTI partners to provide a rapid ROI for TRITON solutions customers. To ensure the highest level of customer satisfaction, the CTI Program was designed with stringent requirements as well as a benefit-rich program to maximize partner enablement, effectiveness and profitability.

PROGRAM BENEFITS

Technical Support

- Priority Support
 - Provides “next available tech” service when a certified TRITON Gladiator (refer to section below) from the CTI partner is on-site with a customer.
 - Provides access to a Websense Technical Account Manager (TAM).
- Direct Contact with a Websense Channel Sales Engineer (SE)
 - Provides assistance to the TRITON Gladiator in maintaining certification requirements.
 - Coordinates SE service shadowing activity for TRITON Gladiators.
 - Helps plan complex engagements requiring advanced support from Websense.
 - Liaises with the Websense Strategic Development Group, as needed.
- Access to Websense Channel SE Service Mailbox
 - A TRITON Gladiator can send inquires to the Websense Channel SE via the services@websense.com mailbox. Response time for email inquiries is two business days.
- Priority Support Policies
 - Priority Support Policies
 - Priority support is provided to individually certified TRITON Gladiators, not

the CTI company. Non-TRITON Gladiator SEs receive Standard or Premium support based the CTI partner level with Websense.

- Priority support provided only for the product for which the TRITON Gladiator is certified.
- When a TRITON Gladiator contacts Support:
 - TRITON Gladiators must identify themselves as a Priority Support TRITON Gladiator and provide their name and CTI name.
 - Support dispatch will confirm the TRITON Gladiator status.

Note: Engineers whose final exam is pending grading do not qualify until the exam has been positively graded.

Sales and Marketing Benefits

- Promote your business and CTI partnership using the approved CTI Partner logo, which signifies that you are a certified service provider for Websense TRITON solutions.
 - Based on the certifications held by the engineers employed by the CTI, a CTI partner will be listed and promoted as capable to deliver services for web, DLP and/or email security solutions.
- Preferred Service Provider company will be promoted:
 - On the Websense corporate website.
 - Internally to the Websense sales teams who will encourage customers to use a CTI partner for their professional service's needs. We will also refer partners seeking partnerships for services.
 - As subcontractor for Websense driven services engagements, when assigned.
- Ability to perform subcontract work from Websense at Websense discretion
 - Websense may contract with CTIs at a standard rate to provide professional services to Websense customers on behalf of Websense.
 - Websense may engage CTIs to deliver break-fix services, as needed, at a preferred rate, to Websense customers on behalf of Websense.

PROGRAM REQUIREMENTS

CTI partners must maintain the highest customer satisfaction. To qualify for participation and maintain good standing in the program, CTI partners must meet and maintain the following minimum criteria:

- **CTI Commitment**
 - CTIs must use their best efforts to include professional services in all new Websense product sales.
 - CTIs must deliver their own professional services related to TRITON products to broaden the scope of their offerings to attract and retain customers and drive incremental business.
- **Training and Audit Requirements**
 - CTIs must have at least four Websense 201 certified practitioners on staff.
 - CTIs must have at least one Certified TRITON Gladiator on staff.
- **Customer Satisfaction Survey**
 - CTIs must notify Websense when service engagements are completed so Websense can initiate a Customer Satisfaction (CSAT) survey.
 - CTIs must maintain an average score of 4 out of 5 on each survey received in a given calendar quarter.
- **Minimum Services Days**
 - CTIs must deliver at least 200 man-days per year of professional services related to Websense TRITON products.
- **Reporting to Websense**
 - CTIs must submit weekly reports on the prior week's activity and the following 30 days' pipeline for professional services related to TRITON products.
- **Sales and Marketing:** At their sole expense, CTIs must:
 - Advertise on their own website professional services related to Websense TRITON products.
 - Produce and maintain a one-page datasheet describing, in detail, the professional services offered related to Websense TRITON solutions.
 - Maintain a price list, reflecting the price charged to customers during direct interactions.

- Maintain two versions of a company overview:
 - For Websense Internal use only: Label presentation as “Confidential.”
 - For Customers and Prospects
 - Presentation should contain a minimum of the following slides:
 - Company Overview (1-3 slides)
 - Resource Model (1 slide)
 - Samples of Statement of Work (SOW) and Packaging (3-4 slides)
 - Getting Started (1 slide): How to engage, who to contact, etc.
- **Program Compliance Reviews**
 - Reviews will be conducted at a minimum of one per year but as often as every six months.

CTI CERTIFICATION AND SHADOWING REQUIREMENTS

In order to become a CTI, the Websense partner must meet rigorous certification and shadowing requirements. The certification requirements ensure that the partner engineer attains the necessary skills to implement Websense solutions. The shadowing requirement ensures that the partner engineer is capable of putting the information acquired during the training into practical application.

Certification Requirements

CTIs are required to have a minimum of one certified TRITON Gladiator on staff (more than one is recommended). TRITON Gladiator status indicates that the partner engineer has a detailed understanding of each Websense product family within the TRITON portfolio.

Continued...

To attain TRITON Gladiator status, a partner engineer must take and pass all of the 101 and 201 courses for each of the Websense product families:

DATA SECURITY	EMAIL SECURITY	WEB SECURITY
TRITON 101 (Pre-requisite)		
DSS 101 CBT	ESGA 101 CBT	WSGA 101 CBT
DSS 101 Lab	ESGA 101 Lab	WSGA 101 Lab
DSS 101 MC Exam	ESGA 101 MC Exam	WSGA 101 MC Exam
DSS 201 ILT	ESGA 201 ILT	WSGA 201 ILT
DSS 201 MC Exam	ESGA 201 MC Exam	WSGA 201 MC Exam
DSS 201 Hands-On Exam	ESGA 201 Hands-On Exam	WSGA 201 Hands-On Exam

**CBT = Computer-Based Training *ILT = Instructor-Led Training*

If you have any questions or would like to learn how to begin with training, please contact SalesTraining@Websense.com.

Shadowing Requirements

In addition to attaining TRITON Gladiator status, the CTI partner engineer must demonstrate that they are capable of performing Websense installations. To demonstrate such expertise, the partner engineer is required to be shadowed by a Websense Channel SE on a minimum of two engagements. The Websense Channel SE will assess the analysis, recommendations, actions and remediation (if any) made by the partner engineer to determine if the partner engineer is competent and proficient at implementing Websense solutions. The partner engineer must receive a passing score on **BOTH** shadowing engagements to successfully complete the shadowing requirement.

ENGAGEMENT MODELS

Websense, the customer and the CTI will interact according to one of the following three methodologies:

1. CTI and customer interact directly. (This is the preferred, recommended and promoted engagement model.)
 - Statement of work (SOW) generated by the CTI directly working with the customer.
 - Payment for services rendered by the customer to CTI. The pricing is determined at the CTI's sole discretion.
2. Customer interacts with Websense for professional services for which Websense is getting paid by the customer. (This model is a rare exception, to be used only when the customer unequivocally mandates it. It requires a Websense executive approval (EVP and SVP).)
 - Websense selects, at its sole discretion, the CTI partner to whom the project will be outsourced.
 - Websense signs a SOW with the customer.
 - CTI signs a SOW with Websense.
 - Customer pays Websense for services rendered. Websense will pay CTI partner at a pre-negotiated rate.
3. Customer interacts with Websense for professional services for which Websense is not being paid by customer. (This model may be considered at Websense's sole discretion and is applicable to services Websense provides to customers, free of charge.)
 - Websense selects, at its sole discretion, the CTI partner to whom the project will be outsourced.
 - CTI partner reviews the scope the project and accepts or rejects the offer.
 - Websense signs an SOW with the customer.
 - CTI signs a SOW with Websense.
 - Payment for services rendered by Websense to the CTI at the pre-negotiated rate.

SERVICES PACKAGES

A CTI must offer a minimum set of professional services packages. The CTI must create and maintain appropriate SKUs for each of the packages listed below. Each SKU must have a detailed description available as a PDF, which can be shared by Websense to customers and prospects.

Package Options

Package Type	Short Description
Quick Start	Accelerate deployment by assisting customer implementation team with analysis of environment, system configuration and basic policy definition.
Tuning	Optimize systems and policy configuration to efficiently meet business and IT security requirements.
Upgrade	For newer versions of Websense solutions, implement upgrade to retain policies from previous versions while taking advantage of newer features.
Migration	Retain relevant configurations from legacy third-party solutions when deploying new Websense solutions.

For more information and contract details, please email partner@websense.com.

**TRITON STOPS MORE THREATS.
WE CAN PROVE IT.**



© 2014 Websense, Inc. All rights reserved. Websense, TRITON, and the Websense logo are registered trademarks of Websense, Inc. in the United States and various other countries. All other trademarks are the properties of their respective owners. [EN-CTI-PROG-GUIDE-5AUG14]