

CAPITA

Capita Further and Higher Education UNIT-e Partner Programme



The Capita Further and Higher Education UNIT-e® Partner Programme

At Capita Further and Higher Education (FHE) partners are key to our future success. Whether you are a service provider, systems integrator, independent education software vendor, reseller or other type of technology provider, we want you to provide solutions on the Capita UNIT-e platform. Our Partner Programme has been designed specifically to accommodate smaller companies - we have reduced the barrier for access and provided a fair, commercial model for use by all. This document provides information to help you evaluate the type of partner you want to become and the steps you need to take to achieve this.

Partnering with Capita FHE offers a greater business value, including increasing your revenue opportunities, lowering your cost of doing business, speeding up your time to market, and building your market recognition.

Whether you're a solution provider or a systems integrator, find out how to integrate your products with UNIT-e.

What type of Partner?

UNIT-e Premier Partner

Our Premier Partners have a contractual arrangement whereby Capita FHE endorse their solutions and Capita FHE act as a value-added re-seller or there is a mutual marketing agreement. All these companies go through a rigorous evaluation process. UNIT-e Student Record Tracking Solution (SRTS) licences are provided to all Premier Partners. Capita FHE or the partner can act as the frontline support organisation. Either way, Capita FHE will provide back-end support for your company.

Capita UNIT-e Associate Partner

Our Associate Partners want access to UNIT-e through our application program interfaces (API) and also have a commercial arrangement for the re-selling or endorsement of their solution. They may also wish to have access to the UNIT-e SRTS software on a not-for-profit basis.

Capita UNIT-e Technical Partnership

Our Technical Partners want access to UNIT-e database through our API. However they have no commercial status with Capita or direct access to the UNIT-e SRTS.

Partner Programme benefits

As a UNIT-e Partner you will have access to our market-leading SRTS. Association with Capita FHE will provide users with the confidence that your solution has been approved for use with UNIT-e. Within Capita FHE, our primary objective in this programme is to deliver best value to our customers through our partners. To achieve this we have put together this Partnership Programme that ensures benefits for both customers and our partners.

For our partners, we focus on the following key areas:

Access to Capita UNIT-e software

Access to UNIT-e is provided through an API that is provided to all partners. Dependant on the type of partnership, access to the UNIT-e SRTS software is provided either through supply of the product set on a not-for-profit basis or through controlled access for development and testing at our offices.

Technical readiness

Partners are provided with the tools, training and consultancy, to build upon our UNIT-e technologies, covering the use of the UNIT-e API and understanding of UNIT-e architecture.

Technical support

Partners will have access to telephone and web-based support. Through additional consultancy services we can work with partners to assist in the development of solutions.

Business development

Promote your business to the education and training sector based on your Capita FHE affiliation. Associate and Premier Partners will be able to use an appropriate UNIT-e Partner logo and will have the opportunity for joint marketing, promotion and involvement in national and regional events. Premier Partners can also access the sales resource and opt for front-line support of their products.

Partnership management

The UNIT-e Partnership team will maintain the relationship and act as a main point of contact. They will provide regular updates on developments, events and hold annual meetings to review the Partnership. We are dedicated to ensuring it remains strong and its commitments are met.

Licence fee charge per institution per annum per area

Costs are banded. Figures are based on a mid-range (Band 4) college	Technical Partner	Associate Partner	Premier Partner
Core values and set-up	£1600	£1600	N/A
Core student and curriculum	£1600	£1600	N/A
Admissions and enquiries	£1600	£1600	N/A
Enrolments	£1600	£1600	N/A
Attendance	£1600	£1600	N/A
Timetabling	£1600	£1600	N/A
Examinations and assessments	£1600	£1600	N/A
Finance	£1600	£1600	N/A
Personnel	£1600	£1600	N/A
Statutory analysis	£1600	£1600	N/A
Learning support (VLE, library)	£1600	£1600	N/A
Discount per institution 25-50	10%	10%	N/A
50-100	20%	20%	N/A
Over 100	25%	25%	N/A

Business development

Business development is a compulsory part of a partnership agreement	Technical Partner	Associate Partner	Premier Partner
Cost	£0.00 p/a	£5,000	£10,000
Newsletter		*	*
Partner logo		*	*
Customer referrals		*	*
Lead/referral management		* (where app)	*
Advertise on Partner web site		*	*
Joint PR opportunities		*	*
Joint case study development		*	*
Invitation/representation at user events		*	*
Pro-active marketing promotion		*	*
Pro-active account management			*
Pro-active sales activity			*
Management of your user events			*
Customer support			*

Access to the UNIT-e software

	Technical Partner	Associate Partner	Premier Partner
UNIT-e API	£3,000	free	free
Licence UNIT-e SRTS software	n/a	£5,000	Free
Installation (daily rate)	n/a	£1000	Free
Annual support - upgrades, web support etc.	£750	£1,250	Free

Training

	Technical Partner	Associate Partner	Premier Partner
Initial training day	£1000	£1000	free
UNIT-e documentation	n/a	£1000	free
Software acceptance testing - daily rate	£1000	£1000	free
Additional consultancy (daily rate)	£1000	£1000	£1000



Terms and Conditions

There are a number of terms and conditions that we expect our partners to adhere to when becoming a partner. These are outlined as follows:

- A non-disclosure agreement must be signed by the Partner to ensure that commercial confidentiality is maintained
- A Partner agreement must be signed. This will outline the type of partnership and license terms that have been agreed
- Associate and Premier Partners must sign a commercial agreement which will clearly outline any resale percentages in addition to turnover commitments and monthly sales forecasts. Technical Partners would have a commercial agreement to cover the period of partnership and the financial implications
- All Partners must have been adequately trained in the use of the UNIT-e API and UNIT-e SRTS software where appropriate.
- An acceptable level of knowledge must be maintained within the organisation and we reserve the right to audit partners
- Partner solutions that integrate with UNIT-e must undergo acceptance testing to ensure it operates effectively and securely. Any modifications to the solution must undergo re-evaluation before it is released to customers
- License charges are on an annual Right to Access basis. The UNIT-e API is controlled by a time limited license. Failure to meet the requirements of the partnership will result in the time limited license expiring. Premier Partners will sign-up to a licence period that maybe longer than a year and must be supported by an ESCROW Agreement
- In terms of the end user agreement, for Technical Partners this would be with the third party, for Premier Partners this would be with ourselves and for Associate Partners it could be with either on agreement.

Partnership and competition

It is important that Partners understand their competitive position. Premier Partners provide solutions that are the Capita FHE recommended solution and are in no way competitive to any part of the Capita Group or other Premier or Associate Partners. However, in the market place there may be Technical Partners that compete with them.

Associate Partners provide solutions that are in no way competitive with the Capita Group or its Premier Partners there may be other Associate or Technical Partners that compete with them. Capita may recommend the solution but this recommendation is not exclusive.

Technical Partners may provide solutions that compete with the Capita Group or any of its partners. Capita Further and Higher Education will not make recommendations on the use of their software.

Your Partner status is reviewed annually and consideration may be given to a change of partnership category.

Interfacing to UNIT-e databases

Guidance notes for software supplier developers

Capita FHE are committed to providing open interfaces to their software where appropriate and feasible.

We can provide information for software suppliers to understand how to read and write to UNIT-e using our API. This provides technical information only and is aimed at third party programmers.

In addition to the interface documentation, we can provide further details on specific functional areas of UNIT-e SRTS. These will only be provided under the terms of a non-disclosure agreement.

Please contact email marketing@capitafhe.co.uk for further information on how this can be arranged.

Capita developed solutions

Some software solutions may require the development of components within UNIT-e, or suppliers may prefer that Capita FHE develop the integration solution on their behalf. We will consider such proposals and can provide development estimates based on our consultancy rate of £1000 per day plus VAT and expenses. Lead times for such developments can be lengthy therefore you are advised to contact us as soon as possible in order to plan for dates.

Non-integrated solutions

There may be occasions when potential or existing partners have products or services that do not require integration with UNIT-e, but still wish to pursue a partnership with Capita FHE so that we can market, sell or support your solutions. In this instance, we are willing to discuss Associate or Premier Partnership status with you under the competitive terms described above.

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