

GLORY

Growing a successful business with Glory's
Service Partner Program

SERVICE BUILDS STRONGER RELATIONSHIPS THAT WILL HELP YOU GROW

In an increasingly competitive global supplier landscape with ever more demanding customers, professional service is a proven strategy to differentiate yourself in the market.

Our Service Partner Program is designed to help you build a stronger service organisation to support customers today and deliver more value from GLORY products and services going forward.

The optimised service capabilities this program delivers to you will strengthen the relationship with your customers and retain their loyalty. Take this positive step to future-proof your market share and increase revenue generating opportunities.

“GLORY’S RICH HISTORY OF INNOVATION, TECHNOLOGY & ENGINEERING, AND PROVEN CONSULTATIVE PROCESSES PROVIDES CUSTOMERS WITH UNPARALLELED KNOWLEDGE, RESOURCES & SOLUTIONS, DRIVEN BY OUR CORE COMPETENCIES.

WE ARE CERTAIN THAT THE COMBINATION OF OURS AND OUR DISTRIBUTION PARTNERS RESPECTIVE EXPERTISE AND WIDE EXPERIENCE WILL FURTHER STRENGTHEN OUR SOLUTIONS PORTFOLIO AND OUR SERVICE SUPPORT DELIVERY IN EVERY AREA FOR OUR CUSTOMERS.”

Akihiro Harada, CEO, Glory Global Solutions



WHAT ARE THE TYPICAL CHALLENGES FACED BY SERVICE ORGANISATIONS?



The cash handling business has changed in recent years and customers have higher expectations. They demand a faster response time, a shorter fix time and 'right first time'. At Glory we want to help you develop a service organisation that can meet these higher demands whilst generating recurring revenue and increasing your profitability.

The Glory Service Partner Program will help you to address all these challenges.

That's why we developed a program that:

- Works with you to improve the quality of products and services.
- Develops your capability to sell and service more complex products.
- Creates 'win-win' for both you and Glory to increase revenue.

HOW DOES GLORY SUPPORT OUR SERVICE PARTNERS?



SERVICE CONSULTANCY

Our service consultants share best practices to help maintain an installed base that could be widely geographically spread, in the most efficient way. We look at the Key Performance Indicators you measure your service organisation against.

We also provide support in setting up or optimising your Help Desk or Call Centre operations, so you can get the customer back up and running without the need for a service visit.

HOW DOES GLORY SUPPORT OUR SERVICE PARTNERS?



SOFTWARE CONSULTANCY

Our solution consultants work closely with you to capture customer requirements, analyse processes, design solutions and optimise integration projects. This is also a great opportunity for you to build up your own solution consultancy team for more complex projects in the future.

HOW DOES GLORY SUPPORT OUR SERVICE PARTNERS?



TRAINING

Our program offers various training options including online access and face-to-face sessions conducted by our specialists to support new solution deployment, onboarding new staff and refresher training for existing staff. This enables the growth of your team's technical expertise, leading to improved first time fix rates and mean time to repair.

HOW DOES GLORY SUPPORT OUR SERVICE PARTNERS?



PRIORITY SUPPORT

You will be given access to our online platforms. Our technical support tool ClearQuest will provide priority support to Service Partners with SLAs we are committed to achieving and improving on.

You will also have priority access to Glory Repair Centres with improved lead times for module repairs.

At Glory we understand the need for having the right spares at the right place at the right time and we work with you to improve spares management and forecasting.

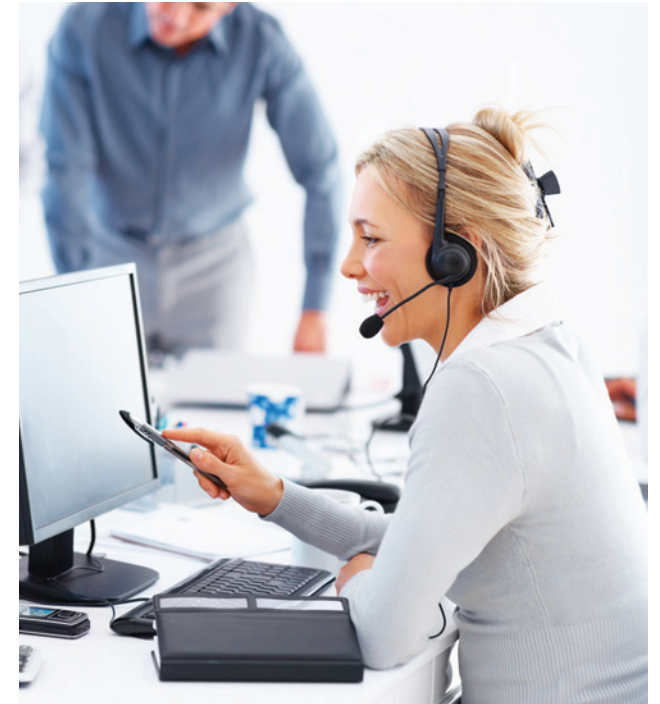
SERVICE PARTNER PROGRAM BENEFITS

We want to build on our relationships with partners and help make them successful in supporting our end-user customers, through continuous communication, development and collaboration.

With Glory's extended services, you can have a single point of contact, a coordinated service level agreement and a service team that understands the unique requirements of your total cash management infrastructure.

“GPT HAVE BEEN ABLE TO IMPROVE ON ALL ASPECTS OF SERVICE DELIVERY, MARKETING AND SALES IMPLEMENTATION AS A RESULT OF LEVERAGING OFF OF THE SERVICE PARTNER PROGRAMME AND THE WEALTH OF EXPERIENCE GLORY HAS TO OFFER. GPT HAVE A RENEWED AND REFRESHED CONFIDENCE TO SUPPORT THE GLORY BRAND KNOWING WE HAVE 200% SUPPORT COMMITMENT FROM OUR PARTNER. TOGETHER WITH THE PROGRAM, GPT ARE CONFIDENT OF MORE FREQUENT AND PROLONGED SUCCESSES INTO THE FUTURE.”

Neal Dowds, General Manager, **Global Payment Technologies**, South Africa



DISTRIBUTOR PARTNER PROGRAM VS SERVICE PARTNER PROGRAM

	Distribution Partner Program*	Service Partner Program*	
Service Consultancy	●	●	On-site consultancy support
Software Consultancy	●	●	
Technical Support SLA	●	●	Priority support
Repair Centre	●	●	SLAs and discounts
Spare Part Lead Time	●	●	Lead-times with SLAs
Spare Part Rebates	●	●	Annual rebates
Training Discounts	●	●	Training discount for new products
Refresh Training	●	●	Annual refresh training
Currency Template	●	●	Annual rebates
TechServ	●	●	Access to technical documentation
ClearQuest	●	●	Access to technical and sales enablement resources
Partner Portal	●	●	
Sales and Marketing Support	●	●	

- Not available
- Some benefits
- Included

*Both programs are available in selected countries only and actual offerings might differ.

A NETWORK OF BEST-IN-CLASS GLORY PROFESSIONAL SERVICE PROVIDERS



STRENGTH THROUGH PARTNERSHIP

Glory places significant value on the relationship we have with our Service Partners – we are committed to continuing to build a world-class, market-leading network with mutual objectives and goals.

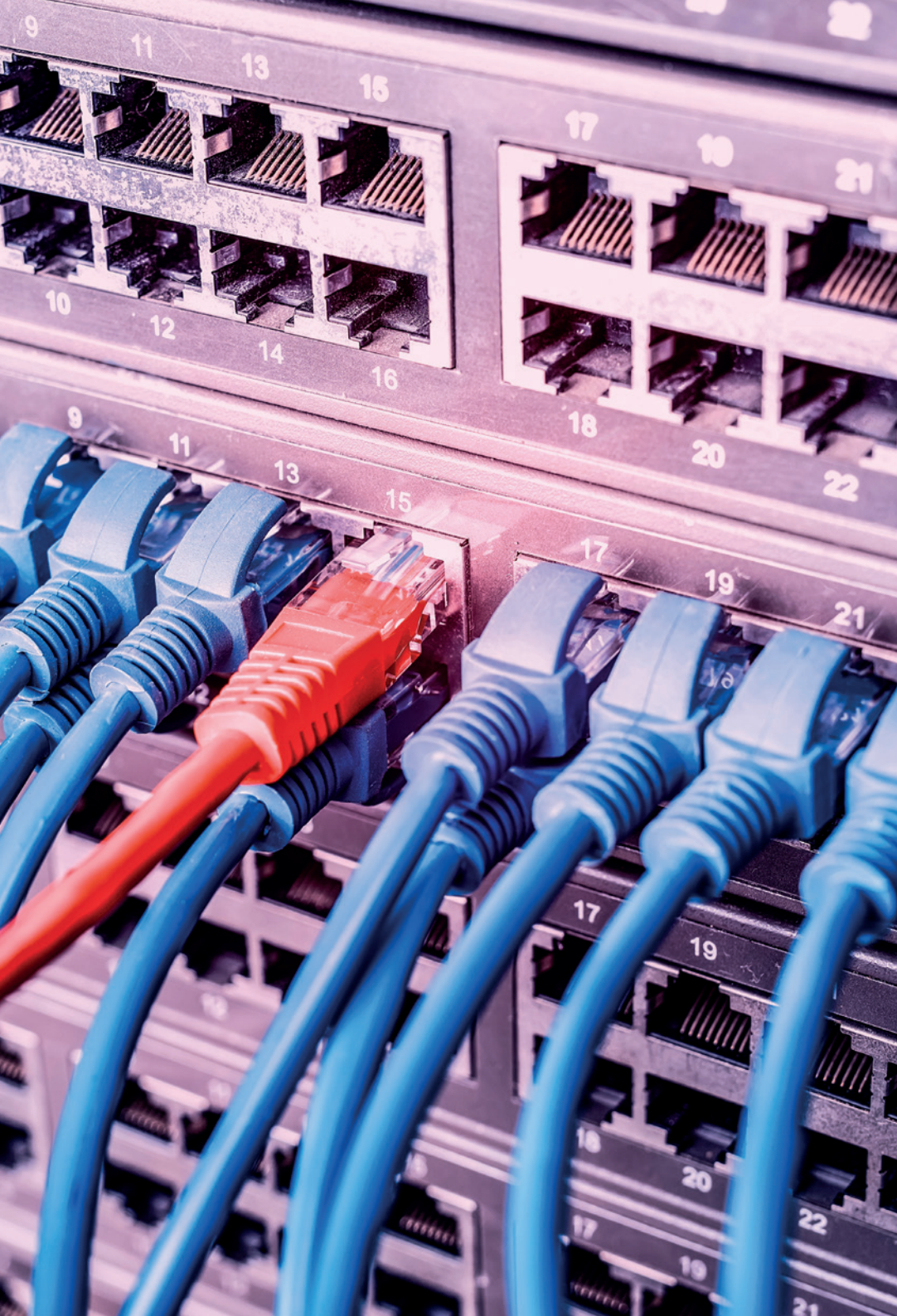
STRENGTH THROUGH SPECIALISATION

Our Partners each bring unique skills and knowledge to our end customers across the world. We will continue to optimise the individual value of each Service Partner, enabling us to bring local expertise to our global network.

STRENGTH THROUGH SUPPORT

We offer streamlined business processes and Sales Enablement to ensure we deliver outstanding support at every stage of the sales process and beyond. We want our support network to be second to none as our Partners take our solutions to market.

For more information on how to take the first steps to becoming a Glory Service Partner go to www.glory-global.com



A NETWORK WITH **MUTUAL OBJECTIVES** AND **GOALS**

Safe and secure transactions are critical to your business, and your customers.

We deliver secure, efficient payment systems and instant, highly accurate identity verification and authentication solutions that enable confidence in transactions and other interactions between businesses and people.

Our innovative technologies, our experienced professionals and our commitment to the success of our customers, partners and communities create a safe, confident path forward.

**We are Glory. We enable a confident world
for a better tomorrow.**

To learn more, visit www.glory-global.com.

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