



ISV Partner  
Onboarding Program



## **VAULT ISV Partner Onboarding Program**

To ensure a seamless onboarding experience for Independent Software Vendors (ISVs) joining the VAULT ecosystem, the following program is designed to set clear expectations, foster collaboration, and accelerate time-to-value for all partners:

# Phase 1: Introduction and Alignment

**Goal: Establish a strong foundation and clear partnership objectives.**

## 1. Welcome and Orientation:

- Welcome email with an introduction to VAULT's ecosystem, values, and support team.
- Access to the VAULT Partner Portal with documentation, tools, and resources.

## 2. Kickoff Meeting:

- Discuss ISV's goals, target markets, and integration opportunities. Align on mutual expectations, success metrics, and go-to-market (GTM) strategies.

## 3. Partnership Agreement:

- Finalize partnership agreements, including referral/reseller terms, revenue-sharing models, and exclusivity clauses (if applicable).



# Phase 2:

## Technical Enablement

**Goal: Equip the ISV with tools and resources to integrate their software with VAULT's hardware**

### 1. Technical Documentation & Resources:

- Provide SDKs, APIs, and integration guides tailored to VAULT Connect, VAULT GoWork, and VAULT ProKit solutions.
- Deliver sample code and use-case scenarios to simplify implementation.

### 2. Hardware Demo Kits

- Send demo units (VAULT Connect Case, Pro Stand, or GoWork kits) to the ISV for integration and testing.

### 3. Integration Support:

- Schedule technical workshops or Q&A sessions with VAULT's engineering team.
- Provide access to a dedicated VAULT technical contact for troubleshooting and questions.

### 4. Testing & Certification:

- Conduct joint testing to ensure the ISV's software performs seamlessly with VAULT hardware.
- Issue VAULT-certified partner badges upon successful completion.

# Phase 3: Go-to-Market Collaboration

**Goal: Empower the ISV with marketing and sales support to drive joint success.**

## 1. Marketing Resources:

- Co-branded marketing materials, case studies, and product demos.
- Pre-built social media templates and press release guidelines for announcing the partnership.

## 2. Sales Enablement:

- VAULT to provide training for ISV's sales team on VAULT hardware benefits.
- Offer referral programs or reseller margins for ISV-led sales.

## 3. Joint GTM Planning:

- Align on GTM strategies, including target industries and customer profiles.
- Plan joint webinars, events, or trade show appearances to showcase the partnership.



# Phase 4:

## Ongoing Support and Growth

**Goal: Strengthen the partnership through continuous collaboration and innovation.**

### 1. Dedicated Partner Manager:

- Assign a VAULT Partner Manager to maintain regular communication, track KPIs, and provide updates on new opportunities or features..

### 2. Partner Portal Updates:

- Regularly refresh content, including product updates, success stories, and partner-exclusive resources.

### 3. Feedback Loop:

- Conduct quarterly business reviews (QBRs) to evaluate performance, share feedback, and identify growth opportunities.

### 4. Innovation Collaboration:

- Invite ISVs to participate in VAULT's roadmap discussions to align on future innovations.
- Explore custom development opportunities to address unique ISV customer needs.



# Phase 5: Recognition and Scaling

**Goal: Highlight the partnership's success and scale opportunities globally.solutions.**

## 1. Partner Recognition:

- Feature the ISV on VAULT's website, in newsletters, and at industry events.
- Provide awards or badges for exceptional partnership contributions.

## 2. Scaling the Partnership:

- Expand into new verticals or regions, leveraging VAULT's and the ISV's networks.
- Explore additional hardware and software integrations for growth.

## 3. Continuous Improvement:

- Revisit and optimize partnership strategies based on mutual growth and changing market needs.



## Key Deliverables for ISV Partners

- Onboarding timeline and roadmap.
- Hardware demo kits and access to development tools.
- Technical, marketing, and sales enablement resources.
- Regular collaboration opportunities with VAULT's technical and GTM teams.

This program ensures ISVs have the tools, resources, and support needed to thrive within the VAULT ecosystem, driving innovation and delivering value to customers.







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