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# Global Partner Program Frequently Asked Questions

**FY2023**



Program Guidebook

Forcepoint Public

March 1, 2023

# Overview

Forcepoint has built a comprehensive SASE product portfolio and achieved high-growth rates at a high-scale. To help our customers transition to the new SASE architecture and benefit from opportunities and advantages in digital transformation - and to help our Partner ecosystem capture this enormous market opportunity - we restructured our Global Partner Program (GPP) Partner levels, incentives, requirements, benefits, and investments around:

1. Partner profitability
2. Growth
3. Partner-led professional services
4. Automating operations to make it easier to do business with Forcepoint

## 1. Where do I find materials related to the Forcepoint GPP?

You will find the latest GPP information in our [Partner Portal](#), under each of the tiles currently displayed on the home page, including the following: Partner Program Guide, Deal Registration Guidelines, Partner Program FAQ, Partner Program Requirements and Benefits, Partner Performance Rebate Guidelines, and GSI Route to Market. You can reach out to [partner@forcepoint.com](mailto:partner@forcepoint.com) or [partnermarketing@forcepoint.com](mailto:partnermarketing@forcepoint.com) for additional information.

## 2. When do new Partner levels get calculated?

Partner levels (i.e., Authorized, Platinum, Titanium) are assessed on an annual basis for all Partners. Additionally, Partners that achieve the next level requirements will be promoted at the start of the following Forcepoint fiscal quarter for the remainder of the calendar year. More information on how and when Partner levels are calculated can be found in the [Forcepoint Global Partner Program Requirements & Benefits Guide](#).

## 3. When will Partners be notified of their new Partnership level?

We will endeavour to inform Partners 1-2 weeks in advance of the annual re-leveling, and with respect to mid-year promotions, up to 6 weeks following the close of the applicable Forcepoint fiscal quarter.

## 4. If a Partner operates in multiple countries, will they have the same level in all countries, or will it vary country by country?

It will vary. A Partner's level in a given country depends on their achievement of the applicable level requirements in that country. So, a Partner can be Platinum level in Country A but Authorized level in Country B, and so on.

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## 5. What are the requirements needed to retain Partnership level?

Each level has financial and operational thresholds which must be met in any given year to determine a Partner's level for the following year. The requirements include minimums for Net New Bookings, certifications, trainings, quality of customer implementations, and timely renewal rates. Partners who fall short on the minimum requirements are at risk of Partnership level demotion at the time of annual re-leveling. More information on the requirements for each Partner level can be found in the Forcepoint GPP related materials.

## 6. What if a Partner sells enough to achieve a higher Partner level during the calendar year?

Partners can begin the year at any of the three levels: Titanium, Platinum or Authorized. Upon satisfying the requirements for the higher level, Forcepoint will promote the Partner to the next level at the start of the Forcepoint fiscal quarter following their achievement of the next level's requirements for the remainder of the calendar year. The benefits of the promotion become effective for the Partner at the time they are upgraded in our systems. For example, if a Partner starts the year at the Authorized level but achieves the requirements for the Platinum level in May (Q2), then they will be promoted to the Platinum level at the start of the following Forcepoint fiscal quarter in July (Q3). Starting in July, any new business that the Partner generates will be eligible for the Platinum level benefits. Note that price quotes, deal registrations, and related items prior to Q3 would remain unchanged.

## 7. What is the difference in Partner levels?

There are different requirements and benefits for each level. In terms of product discounts, Forcepoint will make available the same Standard Discount for each level, but the Deal Registration Discount that Forcepoint makes available varies by level. The Incumbency Protection Discount that Forcepoint makes available also varies between the Authorized level and the other two Partner levels. Titanium Partners are also eligible for an annual growth-based Partner Performance Rebate. Please see the Program Guide for details on requirements and benefits by level.

## 8. How do I log into the Partner Portal?

Your account must be enabled to access the Partner Portal. If your organization is already a Forcepoint Partner, please email us at [Partner@Forcepoint.com](mailto:Partner@Forcepoint.com). If your organization is not yet a Forcepoint Partner, please apply here: [www.forcepoint.com/partners/partner-new-user](http://www.forcepoint.com/partners/partner-new-user).

## 9. What happens if I have Partner Portal access, but my credentials are not working?

Request assistance by contacting: [Partner@forcepoint.com](mailto:Partner@forcepoint.com)

## 10. Do Partners have access to Go4Labs?

Yes, access to Forcepoint Go4Labs is available to both our Platinum and Titanium Partners. Please contact [Partner@forcepoint.com](mailto:Partner@forcepoint.com) and we will setup access.

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## 11. What happened to the Not-For-Resale (NFR) Program and License?

The NFR Program has been discontinued. Instead, Forcepoint is now offering Partner Use subscriptions to both Platinum and Titanium Partners on certain hardware and software for a limited period of time to gain familiarity with Forcepoint products and thus better sell to and support customers. Please note that certain products may have a fee associated with them.

Please work with your Forcepoint Sales Representative or Channel Account Manager (CAM) to request access to Forcepoint Go4Labs and Partner Use subscriptions. Inquires can be sent to [Partner@forcepoint.com](mailto:Partner@forcepoint.com)

## 12. Are Partners eligible to apply for the Forcepoint Accredited Services Partner (ASP) program?

Yes, both our Titanium and Platinum level Partners are eligible to apply for the Forcepoint ASP program.

## 13. How many Partners make up the Titanium Level? How do you qualify for Titanium?

A Partner qualifies for the Titanium level at the start of the Forcepoint fiscal quarter following their achievement of the Titanium level requirements for the remainder of the calendar year. In any given year, about 4%-5% of Forcepoint Partners achieve the Titanium level.

## 14. Are all commercial products eligible for Deal Registration?

All Forcepoint commercial products in the Forcepoint commercial price book are eligible for Deal Registration except for Forcepoint Services Offerings, Hardware/Appliance warranties, and Forcepoint Trainings. Please contact [partner@forcepoint.com](mailto:partner@forcepoint.com) for the current Forcepoint commercial price catalogue for commercial products.

## 15. Is there a minimum amount for Deal Registration to be approved?

Deal Registration submittals must now be for annual contract value (ACV) deals net to Forcepoint that are greater than 10,000 USD (8,000 GBP / 9,000 EUR) to be considered for approval. Any Deal Registration submitted for a lesser amount will be automatically denied. If a Deal Registration is initially approved, but the ACV of the Forcepoint Quote drops below 10,000 USD (8,000 GBP / 9,000 EUR) at the time of transaction, Deal Registration will be removed, and the Deal Registration discount will not be applied.

## 16. Do I still get Deal Registration for Renewals?

Deal Registration for renewals is no longer necessary. Instead, Forcepoint automatically makes available renewal protection to the incumbent Partner in good standing, regardless of level. This automates what was previously a manual step (Renewal Deal Registration) while still providing protection for the incumbent Partner. More information on Deal Registration and Incumbency protection can be found in the Deal Registration Guidelines.

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## [17. What is the expiration date for new Deal Registrations?](#)

Deal Registrations now expire on the close date of the opportunity to which it is linked. If any changes are needed to existing Deal Registrations, please work with your CAM. For assistance with the [Forcepoint HUB](#), please email [partner@forcepoint.com](mailto:partner@forcepoint.com). More information on this enhancement can be found in the Deal Registration Guidelines document located in the Partner Portal.

## [18. Forcepoint will be leading with Partners on professional services business. What does this mean for the Professional Services team in-house at Forcepoint?](#)

Forcepoint's in-house team will focus on customer projects where Partners request their expertise, where newly released technology is being used, or where the project complexity requires the expertise of Forcepoint personnel. They will also be available for Partners to subcontract projects to Forcepoint where Partners seek experienced Forcepoint personnel to be on the implementation team.

## [19. What does that mean for existing Forcepoint Professional Services customers? Will they have their business passed to a Partner for delivery?](#)

A customer who has contracted with Forcepoint Professional Services will continue receiving those professional services until project completion.

## [20. Will there be customers and projects where the Forcepoint Professional Services team delivers instead of a Partner? What are the criteria for those deals?](#)

Forcepoint's preference will be to have Partners deliver the services, or at most, deliver Services as the subcontractor of Partner. In those instances where customers request Forcepoint delivery, exceptions can be made.

## [21. How is the new discount structure designed to increase profitability for Partners?](#)

In the new GPP, the Standard Discount, which Forcepoint makes available on every opportunity, will decrease, but the Deal Registration discount made available by Forcepoint will vary by Partner level and be higher in some cases. The same is true for Incumbency Protection, where the discount for Platinum and Titanium level Partners is higher than the discount for Authorized level Partners. The Deal Registration discount is designed to be the primary mechanism for profitability. More detail on the specifics of our discount structures can be found in the [Forcepoint Global Partner Program Requirements & Benefits Guide](#).

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## 22. Is Forcepoint providing Marketing Development Funds (MDF) to Partners?

Titanium and Platinum Partners are eligible for MDF from Forcepoint. Forcepoint may also invest in marketing initiatives with Partners on a discretionary basis. More detail on the specifics of this program can be found in the [Forcepoint MDF Program Guidelines](#).

## 23. Can I operate as a Systems Integrator under the Forcepoint GPP?

Any Partner who is a member of the Forcepoint GPP can resell Forcepoint solutions as a traditional reseller or sell their Partner services alongside Forcepoint solutions as a Systems Integrator. This flexibility will allow any member of the Forcepoint GPP to engage with Forcepoint through multiple, different business models (e.g., traditional reseller, Systems Integrator). We are currently exploring a separate program specific to Systems Integrators that will have enablement and benefits better suited to the SI/SO business model. More information on that program will be made available in the [Forcepoint Global Partner Program Requirements & Benefits Guide](#) related materials.

## 24. How will the new Partner Performance Rebate program work?

Titanium level Partners will be eligible for the Rebate. It is based on Year-over-Year Bookings growth using Forcepoint sales metrics for the previous calendar year and current year On-Time Renewal Bookings. At the conclusion of each calendar year, Forcepoint will compare the Partner's Bookings against the provided sales target. The resulting achievement will be used to calculate the amount of the Rebate. More details on the specifics of the Titanium Rebate can be found in the [Titanium Partner Rebate Guide](#).

## 25. Where can I view and submit customer support cases?

Support resources and case management for Partners is now integrated into the Forcepoint Customer Hub! As a valued Partner with Forcepoint, we want to provide an unparalleled Customer Success experience. By integrating with the Customer Hub, you now have a single point of reference for all support resources and case management with respect to the cases you create and submit.

As part of integrating with the Customer Hub, new features are now available for case creation:

- Recommended solutions will appear based on your case subject keywords during case creation.
- Additional Troubleshooting fields during case creation are available to provide any troubleshooting steps, KBA's reviewed, and ability to upload attachments.

Please review the [Partner case creation and customer hub guide](#) for a video of the new enhancements (must be logged in to view the video).

Please note: The Partner Portal and Customer Hub do not share a password at this time. If you need to reset your password for either portal, it will not affect the other. To reset your password to the Forcepoint Customer Hub, go to : <https://support.forcepoint.com/s/login/ForgotPassword>

Thank you for being a valued Forcepoint Partner.

# About Forcepoint

Forcepoint simplifies security for global businesses and governments. Forcepoint's all-in-one, truly cloud-native platform makes it easy to adopt Zero Trust and prevent the theft or loss of sensitive data and intellectual property no matter where people are working. Based in Austin, Texas, Forcepoint creates safe, trusted environments for customers and their employees in more than 150 countries. Engage with Forcepoint on [www.forcepoint.com](https://www.forcepoint.com), [Twitter](#) and [LinkedIn](#).

For questions, please contact your Forcepoint representative or email the Forcepoint marketing team at [partnermarketing@forcepoint.com](mailto:partnermarketing@forcepoint.com).

Thank you.