

## What type of Partner Services?

Capita Children's Services believe our partners are key to our future success. Whether you are a systems integrator, independent education software vendor, reseller or other type of technology provider, we want you to provide solutions that integrate with our products. The Partner program has been designed specifically to accommodate smaller companies as well as providing benefits for larger ones. We can provide you with appropriate services to assist your product integration.

The Partner Management document provides the information to help you evaluate the type of Technical Partner you want to be and what to do next.

## Technical Partner Services

Whether you're a solution provider or a systems integrator, this level of partnership allows you to find out how to integrate your products with SIMS without having to enter any sales agreements. A Technical Partner will typically want access to SIMS through our Business Objects but without any commercial arrangement. This access will be through a standard license agreement.

- **Full Technical Partner**

This service is available to all companies

- **Associate Technical Partners**

This is specifically for the small start-up companies or organisations who want a Technical Partnership but without a large investment at the outset.

For companies in their first 2 years of trading, have an annual turnover of less than £100,000 and have less than 20 schools using their product.

## Consultancy Services

- Pre-engagement (Capita consultant offers an in depth review of your integration options)
- Report design and Branding (Capita creates and brands reports for distribution to SIMS schools)
- Provision of documentation templates for inclusion within your own publications
- Sample integration code
- Set up SIMS systems
- Demonstrate parts of SIMS
- Create reports for Partners
- Show developers how to interface with Command Reporter
- Show developers how to interface with SIMS IMS Export (Not intended to be a lesson on how to write web services)
- Show developers how to use Third Party Business Objects
- Show developers how to use SIMS Business Objects
- Review or validate solutions

NB: These services may also be available for companies who don't require a copy of SIMS or a formal Technical Partnership.

## Partner Benefits

At Capita Children's Services, our primary objective in this program is to deliver best value to our schools, LA and Academy trust customers through our partners. We focus on four key areas:

- **Access to a range of Capita Children's Services Products including SIMS**

Not-for-resale software and services are delivered to Partners early in the product development cycle from product beta versions through to release software.

- **Technical Readiness**

Tools, training and consultancy, which enable partners to build upon our Microsoft™ technologies.

- **Technical Support**

Email, telephone, web based support and access to our [MyAccount](#) support and resource website.

- **Business Development**

Promote your business to schools based on your products accreditation.

The first step for any interested Partners should be to contact the Partner Manager to explore which is the best option. All partners will need to complete a Partner application form and sign a standard agreement.

## Contacting the team

New enquiries for Partnerships are welcomed via any of the following channels:

- **Online**

Online enquiries can be submitted by using the 'Make an enquiry' link on the Partner Section of the website: [www.capita-sims.co.uk/our-partners/become-partner](http://www.capita-sims.co.uk/our-partners/become-partner)

- **Email**

Email enquiries can be submitted directly to the Partner Management Team via the following email address: [partner.management@capita.co.uk](mailto:partner.management@capita.co.uk)

- **Telephone**

Telephone enquiries can be completed via the following number:  
**01234 832186**

## Charging options for Technical Partners (prices effective from 1<sup>st</sup> Jan 2016)

	<b>SIMS Technical Partner</b>		
Licence SIMS software	£6,000	✓ One off fee for a perpetual licence	✓ Mandatory for SIMS Partners
Licence FMS software	£6,000	✓ One off fee for a perpetual licence	✓ Mandatory for FMS Partners
Initial consultancy	£1000 (plus expenses)	<ul style="list-style-type: none"> <li>✓ Daily rate</li> <li>✓ Installation if required</li> <li>✓ Review of data exchange requirements</li> <li>✓ Sample code</li> <li>✓ Introduction to Interfaces</li> </ul>	✓ Mandatory per module
SIMS Software – new releases	£2,000	<ul style="list-style-type: none"> <li>✓ Annual charge</li> <li>✓ Downloadable releases</li> </ul>	✓ Recommended as after two major releases your SIMS install will be unsupported
FMS Software – new releases	£2,000	<ul style="list-style-type: none"> <li>✓ Annual charge</li> <li>✓ Downloadable releases</li> </ul>	✓ Recommended as after two major releases your FMS install will be unsupported
Consultancy on our software	£1,000 (+expenses)	✓ Daily rate	✓ Optional
SIMS/FMS Development Database	£500	<ul style="list-style-type: none"> <li>✓ Annual charge</li> <li>✓ Per module eg: SIMS Green Abbey</li> </ul>	✓ Optional
Partner Technical Support	£3,500 Per module  £1,000 Per additional module	<ul style="list-style-type: none"> <li>✓ Technical Accreditation</li> <li>✓ Beta Software program</li> <li>✓ Technical Updates and Newsletters</li> <li>✓ Annual charge includes pre-release information</li> <li>✓ Email access to Partner Support with priority status</li> <li>✓ Telephone access when required</li> <li>✓ Access to MyAccount support site</li> <li>✓ 24/7 Case logging</li> <li>✓ 24/7 Solution searching</li> </ul>	✓ Recommended

## Additional licence fee charge per school per annum per database area (prices effective from 1<sup>st</sup> Jan 2016)

	<b>SIMS Technical Partner</b>		<b>Notes</b>
Licensed access to the SIMS database through the business objects	secondary schools	primary schools	
All data read only	£0	£0	Using business objects for reading data – no charge
Core Data	£75	£30	Using business objects for writing core data
Attendance (includes Core)	£100	£40	Using business objects for writing attendance data
Lesson data (includes attendance)	£150	£60	Using business objects for writing lesson data
Write Curriculum -Assessment Suite, SEND, Key stage manager, Exams (includes Core)	£150	£60	Using business objects for writing assessment data e.g. VLE data
Document Management	£200	£80	Using business objects for writing documents to the SIMS document server
Discount per school 250-500	10%		
501-1000	20%		
Over 1000	25%		

**There is a cap on annual licence fees charged to partners.**

**Additional license fee charges for FMS are available on request.**

## Charging options for a Technical Associate Partners (prices effective from 1<sup>st</sup> Jan 2016)

For companies in their first 2 years of trading, have an annual turnover of less than £100,000 and have less than 20 schools using their product.

	Technical ASSOCIATE Partner		
Associate Partners Solution (SIMS or FMS)	£3000 per annum	<ul style="list-style-type: none"> <li>✓ Technical Accreditation</li> <li>✓ Annual module lease (SIMS or FMS)</li> <li>✓ Email access to Partner Technical Support Team</li> <li>✓ Access to the SIMS Product Support Team</li> <li>✓ SIMS Software – new releases only</li> <li>✓ Access to MyAccount support site</li> <li>✓ 24/7 Case logging</li> <li>✓ Technical Updates and Newsletters</li> <li>✓ 24/7 Solution searching</li> <li>✓ Beta Software program</li> <li>✓ Includes demo databases – Green Abbey or Water's Edge</li> </ul>	✓ Mandatory
Introductory session (SIMS or FMS)	£500	<ul style="list-style-type: none"> <li>✓ At a venue of our choice (3.5h)</li> <li>✓ Software installation</li> <li>✓ Initial guidance on SIMS Interfaces</li> <li>✓ Generic sample code provided</li> <li>✓ Initial guidance on Data Protection and the use of Partner Services</li> </ul>	✓ Mandatory
Initial consultancy (SIMS or FMS)	£1000 (plus expenses)	<ul style="list-style-type: none"> <li>✓ Daily rate (7h)</li> <li>✓ Bespoke engagement</li> <li>✓ Installation if required</li> <li>✓ Review of Partner's data exchange requirements</li> <li>✓ Introduction to Interfaces to meet partner's requirements</li> <li>✓ Sample code based on Partner's requirements</li> </ul>	✓ Recommended as an alternative to Installation only

## Requirements

### Commercial Partners

Partnering with SIMS offers a greater business value, including increasing your revenue opportunities; lowering your cost of doing business; speeding your time to market; and building your market recognition. A Commercial Partner has a contractual arrangement whereby Capita Children's Services endorse their product, and Capita Children's Services act as a Value Added Reseller or have a mutual marketing agreement. All Commercial Partners go through a rigorous evaluation process and are asked to provide multiple school or LA references.

### Premier Partners

For those Partners who want to fully integrate their products and also have a full commercial arrangement with us. A Premier Partner will want access to SIMS through our Business Objects and also have a commercial arrangement for the reselling or endorsement of their solution. Normally these partners start as Technical Partners and develop the necessary relationship with Capita Children's Services to become Premier Partners at a future date

	Commercial Partner	Technical Partner	Premier Partner
Partner application process including Capita Children's Services account creation and Partner specification of requirements	*	*	*
Non-disclosure agreement	*		*
SIMS Technical Partner agreement		*	*
Commercial agreement including provision of school reference sites	*		*
Software acceptance testing		*	*

## Benefits

### As a Certified SIMS Technical Partner you will have access to:

- Partner Zone - MyAccount
- "SIMS Technical Partner" logo
- Training in Microsoft technologies
- Capita Children's Services Technical Support for Microsoft technologies

### Premier Partners only

- Discounted web advertising
- Sales channel through our Websites and E-shots
- Named Sales Contact at SIMS - Capita Children's Services
- Lead referral program
- Joint marketing opportunities
- E-newsletter e.g. Achievement

## Requirements

- Completed Partner registration and application forms
- Sign license agreements
- Certified Technical Partners must have software accredited

## Premier and Commercial Partners only

- Provide six UK school and Local Authority reference sites
- Agreed turnover commitments
- Monthly update of sales forecast
- Fast Track Active account with Capita Children's Services

## Caveats

*Consultants will have a good knowledge of SIMS and SIMS interfacing. Partners should be aware that SIMS is a very large system and that the consultant may on occasion need to contact colleagues to resolve problems.*

*Sample code is provided as is. It may be reused by the Partner so long as they make a change to it before releasing it - this then becomes the partner's own code*



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## Partner Management Document