Gold Integrator Requirements

Specialization Requirements

Partner must have at least 4 specializations, including:

This:	• Customer Experience Specialization or Advanced Customer Experience Specialization
And any 3 of these:	• Advanced Collaboration Architecture Specialization • Advanced Data Center Architecture Specialization • Advanced Enterprise Networks Architecture Specialization • Advanced Security Architecture Specialization • Advanced Service Provider Architecture Specialization • Advanced DevNet Specialization • Any Solution Specialization(s)*

*Small and Medium Business Specialization & Core Security Specialization excluded.

Certified Role Requirements

Partner must have a minimum of 12 unique Associate, Professional, or Expert certified full-time employees, of which:

4 or more must have this:	• Cisco Certified Internetwork Expert (CCIE) or • 50% of the CCIE requirement may be met with Cisco Certified Design Expert (CCDE)
No more than 4 can qualify using one of these:	• Selling Business Outcomes (SBO) • Adopting the Cisco Business Architecture Approach (DTBAA) • Introduction to Cisco Sales (ICS)
This may be counted towards the total:	• Cisco Customer Success Manager (DTCSM)

Support Requirements

Partner must have:

All of these:	• Valid Partner Agreement in place • Ability to demonstrate a technology or solutions specialization at the time of audit • Customer service 24 hours a day, seven days a week • An escalation process • One hour call back • Pre-Sales Support • Post-Sales Support

Collaborative services partners must also have:

This:	• Support lab equipment

Service Requirements

The services requirements apply to both:

- Cisco Branded Services (CBS)
- Partner Support Services (PSS)

If renewing, or previously holding the Gold Integrator role (within the past 6-months), partner must have:

This:	• 40% or higher average service attach rate over the past 12 months
And this:	• Documented evidence that for the past two Cisco quarters, for the division engaged in providing networking services or solutions in the country applying for Gold Integrator: o 15% or more of total product revenue was from services (including Managed, Professional Service, and SMARTnet, and all vendors – not only Cisco).

If not previously holding the Gold Integrator role (within the past 6-months), partner must have:

One of these:	• 40% or higher average service attach rate over the past 12 months • 40% or higher service attach rate in at least one of the past 12 months
And this:	• Documented evidence that for the past two Cisco quarters, for the division engaged in providing networking services or solutions in the country applying for Gold Integrator: o 15% or more of total product revenue was from services (including Managed, Professional Service, and SMARTnet, and all vendors – not only Cisco).

Audit Requirements

After a Cisco Certification Program Manager validates your application, the manager will forward your application to the third-party auditing firm. A complete list of audit requirements may be found in the Cisco Channel Program Audit & Policies Document. The Partner will be responsible for the cost of the audit and may request an estimated audit cost from: supportteam@nsf.org.

Additional Considerations

Country Groupings

Can the Gold Integrator role apply across different countries? Yes, but only within one country grouping.

Terms and Conditions

All applicants must agree to the Channel Partner Program Terms and Conditions (which can be found in the Program Management and Application [PMA] tool) during the application process.

Related Information

Document Revision History

Revision History	Date	Changes
1.0	December 17, 2019	Updated document design. Added "Document Revision History" table.
2.0	February 13, 2020	Updated "Certified Role Requirements" section.
3.0	October 28, 2020	Updated certification name. Updated specialization requirements options. Removed Hybrid IT requirements. Updated service requirements options. Included contact information for Partner to request estimated audit costs.
4.0	April 28, 2021	Updated specialization requirements. Updated all descriptions of certification to Integrator. Document design updated.
5.0	May 25, 2021	Updated Customer Experience Specialization requirement deadline from January 7, 2022 to April 7, 2022.
6.0	May 1, 2022	Updated specialization requirements. Clarified CCDE allowance for Expert personnel requirement.
7.0	September 15, 2022	Updated specialization requirements options.
8.0	June 8, 2023	Removed Customer Satisfaction (CSAT) requirements.
9.0	December 11, 2023	Footnote specifying Small and Medium Business Specialization exclusion was added to the Specialization Requirements table.
10.0	May 6, 2024	Core Security Specialization excluded from Specialization options. Updated document design.