



CHANNEL PARTNER PROGRAMME

**Distribution Agreement:
General Terms and Conditions**



Alliances & International Business Development
Corporate Marketing Department

The Distribution Agreement will contain the following issues:

Licensing conditions:

- Reseller Commissions: 20%-30% on License fee, depending on services provided by reseller.
- Prices: Please refer to Price List.
- Market Exclusivity: Partner has to commit to minimum yearly revenue¹.

The Partner will receive from Meta4:

Sales Training:

Give an initial overview of meta4 products and sales techniques with the objective of giving the partner all the necessary information and tools to begin developing new business opportunities.

Duration: 3 days.

Location: Meta4 offices in Madrid²

Fees: None

Key Contents:

- Review of Meta4 vision
- Functionality Overview
- Demo Guide
- Competitive Analysis: Key Strengths and Benefits
- Sales Tools (collateral, brochure, etc...)

Technical Training:

Enable technical developers the use of meta4 core development tools for the customization of meta4 products to support local market needs.

Duration: 3 weeks

Location: Meta4 offices in Madrid¹

Fees: TBD

Key Contents:

- Meta4 Technical Architecture
- Core Tools
- HR and Payroll functionality

Development Phase Help-Desk (If Applicable):

Meta4 will provide support to the Partner Developers through e-mail and/or telephone during the development phase. Alternatively, the partner can require onsite support from a Technical consultant. (Note: Additional fees may apply)³.

3rd line Support and technical upgrades:

Meta4 will provide 3rd line support for the partner technical consultants involved in project implementation and customer support.

- Service Packs and New Versions
- Online Access to Knowledge Base
- Communication Channels: Online and Telephone HelpDesk.

¹ Varies depending on market conditions.

² Partner is responsible for air fares and expenses.

³ The On-Site support is a charged service. Partner runs with travel expenses.

Marketing Materials:

- Use of logo and trademark
- Link on corporate website
- Joint press release announcing alliance
- Participation in Meta4 marketing events
- Participation in our International User Forum
- Corporate Marketing materials
- Joint Sales and Marketing Workshops in the country.

The partner agrees to provide:**Product Development**

If required the partner should customize meta4 products for local market needs using Meta4 Development Tools⁴. Partner needs to have properly trained developers and resources. This is particularly important for distributors of our Payroll Solution, as they will need to develop the local legislation and constantly adapt it to changes. The process of customization is to be followed and supported by meta4.

Sales and Marketing

- Responsibility of Business Partner to develop and manage the sales-pipeline.
- An agreed yearly business plan actively pursued by the partner. Meta4 Strategic Alliances Manager will support the partner in the construction of the business plan.
- The partner should appoint a named Account Manager dedicated to the Meta4 line of business within the organisation.

Support and Maintenance

The partner must guarantee that customers receive:

- First and second Level Support (Help-Desk infrastructure).
- Maintenance of the payroll to support local legislation.
- Technical and functional upgrades and service packs.

Additional Professional Services

The partner should guarantee the following services to potential customers:

- Software Implementation
- Customer Training

These services may be provided by other companies; previous agreement with meta4.

For questions or additional information, please contact:

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⁴ Not applicable for the UK since payroll has been developed.