

# Develop your business with Odigo's partner program

Join forces with a market leader  
who understands your needs  
and supports your vision



# Who are we?



A Contact Center as a Service (CCaaS) provider with a worldwide presence whose **450 experts** currently help more than **250 industry leaders** across **100 countries**.



Odigo has been named a **Visionary in the 2021 Gartner® Magic Quadrant™ for CCaaS** (August 2021)\*.

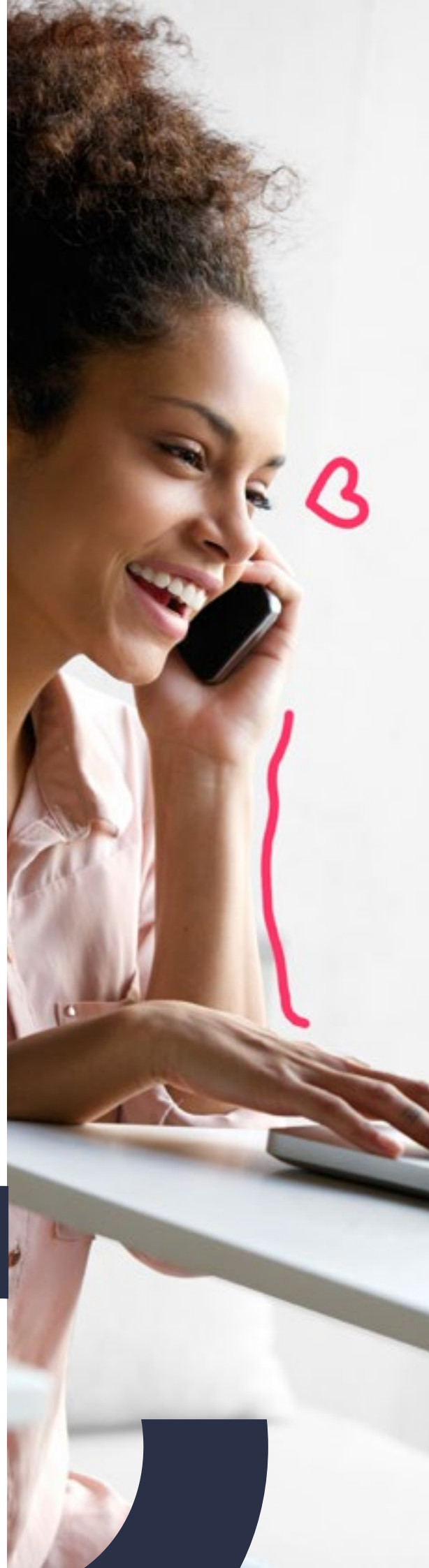


A **Leader in the Enterprise market**, with a proven track record of helping large organizations deliver rewarding customer experience.

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3. Gartner, Magic Quadrant for Contact Center as a Service, By Drew Kraus, Pri Rathnayake, Steve Blood, 9 August 2021



# Our convictions

Inspiring our solutions and enriching our partnerships, our core beliefs define who we are, how we work, and who we work with.



## Human

We are **accessible**, you will know our names through direct contact.



## Committed

We **fully engage** with our partners and provide meaningful support.



## Open

Our culture delivers **flexible solutions** for seamless integration with diverse ecosystems.

# Why partner with us?

We understand your challenges and stand by your side.

- A leader's focus on the **enterprise market** allows you to address the most demanding industry requirements.
- Concrete benefits from a **clear go-to-market strategy** geared towards indirect sales channels.
- Our limited number of meaningful partnerships per country **secures your success.**

**We support you in every phase of your customer engagement.**



**As an experienced enterprise market leader, we provide the keys to ensure your continued growth.**



## Passionate professionals

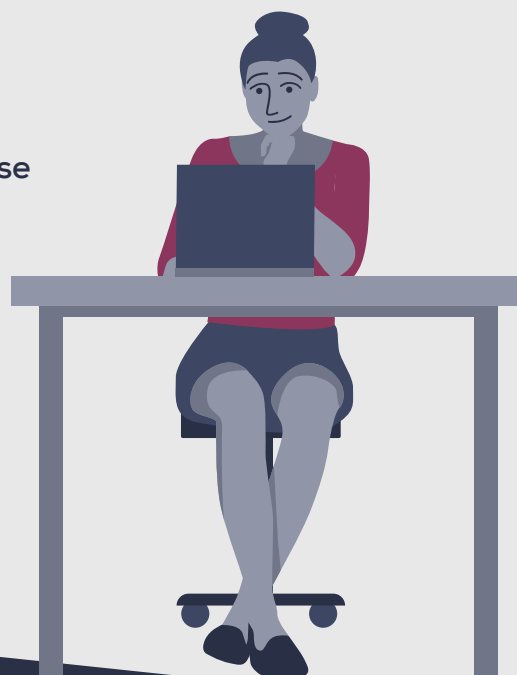
**Rely on specialists who assist you every step of the way**

- Dedicated local Partner Manager
- Local pre-sales and sales support
- Nominated delivery and service specialists
- Direct access to a nominated Service Delivery Manager (SDM)
- Monthly steering committee to monitor our relationship

## Privileged information access

**Enjoy exclusive partner access to the Odigo universe through a dedicated portal**

- Insights on market trends, best practices, and emerging technologies
- Pre-sales presentations, standard RFP answers
- References, detailed use cases
- Certifications, SLAs, prices
- Opportunity registration
- Quotation requests
- Detailed product documentation, forums



## Customized training and support

### Avail of best-in-class practices from experts

- Free, comprehensive training for project managers and developers.
- Re-certification at each major release
- Free, practical training for sales teams
- Monthly product webinars

### Receive support for your lead generation and sales closing efforts

- Tailored, 24-month, go-to-market plan that is mutually designed
- Sharing of monthly newsletters, social posts
- Joint press-releases, win publications
- Odigo artwork resources
- Free Odigo demo account
- Odigo sandbox instance
- Access to Odigo leads and partner opportunities
- Efficient pricing schemes

### Benefit from committed technical support at all times

- Service Delivery Manager (SDM) support in service and build phases
- Standard Odigo support 24/7
- Premium support during standard business hours



# Clients who trust Odigo



Banking



Insurance & Health



Public & Utility



Transport & Tourism



Retail



Industry & media





## About Odigo

Odigo provides Contact Center as a Service (CCaaS) solutions that facilitate communication between large organizations and individuals using a global omnichannel management platform. With its innovative approach based on empathy and technology, Odigo enables brands to connect through the crucial human element of interaction, while also taking full advantage of the potential of digital. A pioneer in the customer experience (CX) market, the company caters to the needs of more than 250 large enterprise clients in over 100 countries.

Visit us:

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Customer experience  
inspired by empathy,  
driven by technology



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