

**M247**

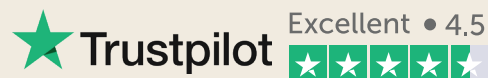


# Let's Succeed Together

M247 Partner Program



M247.COM



Excellent • 4.5



Learn more about  
our partner program.

Welcome	1
What makes us different	2
Program tiers and partner benefits	3-4
More partner benefits	5-6
Join and grow in 4 easy steps	7
What our partners say	8
How we support our partners	9
Our UK Network Coverage	10
M247 London Network	11
M247 Network Map	12
Our Partner Offers	13

CONTENTS

# Welcome

**M247 is one of the UK's leading providers of business connectivity, cloud, hosting, and cyber security services, underpinned by best-in-class support.**

Our Channel Partner Program is designed to foster strong, mutually beneficial relationships, where we believe in growing together, and we're excited to offer you an opportunity to expand your business with our cutting-edge technology services, that you supply to your customers.

## **By joining our Channel Partner Program, we will:**

- Help you increase your revenue with competitive pricing and development plan
- Provide comprehensive training and dedicated support to drive success
- Give you access to a suite of marketing resources to help promote your business
- Ensure you have early access to new services
- Welcome you into our channel community of like-minded professionals for networking and collaboration
- Plus, so much more...

# What makes us different.

## Breadth of solutions



We offer not only market-leading connectivity, but also second-to-none services across cloud, hosting, voice and security.

## Global infrastructure



We operate in 37 of the world's key internet exchanges, 68 strategic data centres in 110 countries.

## A focus on speed



We have a new "5G Capable" UK Core, which is built on the latest service provider technologies with low latencies of 8 milliseconds for a round trip between Manchester and London.

## Round the clock support



Access to 24/7/365 support with 99.95% up-time and proactive network monitoring. Our above-industry-average NPS shows how much we value our customers and their happiness.

## The freedom of flexibility



Solutions that change and adapt as you do; superfast connectivity network, flexible hosting and cloud solutions with superior unified communication, and security products all in one place.

## A wealth of support tools



We offer a host of support tools to ensure you have everything you need to meet your customer's needs - from our sales toolkits, regular email updates and invitations to events and webinars.

## Dedicated account management



Acting as your champion, your dedicated account manager will ensure you and your customers get the support you need every step of the way from our extended team.



## Partner program tiers.

Unlock unlimited potential with **M247's new partner program**, where growth and revenue walk hand-in-hand, paving the way for both established and new partners to rise through the ranks!

Climb to new heights by expanding and nurturing your customer base with us, as our program is designed with clear growth targets, ensuring a straight forward path to the next tier where a wide range of additional benefits await.

Plus, with a dedicated account manager by your side, you'll receive a tailor-made plan to catapult your success and reap even more rewards with M247. Join us and transform your business journey into an even bigger success story.

# Partner Benefits

## Tiers

Elite Plus

Elite

Premium

Base

### Pricing

Competitive pricing

Rebates

Access to My247 portal

Promotions

### Account management

Dedicated account manager

Dedicated strategic partner manager

Account development plans

Quarterly business reviews

Annual summary report

Exec peering

### Technical / Presales

Access to Presales

Bespoke design consultation for complex projects

Support on proposals and bids

### Order and delivery

Managed installs for UK sites

Dedicated provisioner (product level)

Live updates via the My247 portal

### Services

24/7 UK NOC and Support Team

Proactive monitoring and alerts

Detailed post incident reports

Problem management review discussion post incident

Cyber security audit

Premium technical support

Service reporting

Regular service reviews

### Product

Influence product roadmap

Early access to product development

### Marketing

White label resources

Joint case studies

Access to exclusive partner events

Joint partner events

Bespoke marketing support

# More partner benefits.

## Dedicated Account Manager & Development Plan

Get personalised support from a dedicated account manager familiar with your business. They will assist with quotes, solutions, and system navigation, and act as a direct point of contact to help resolve issues quickly.

Your account manager will work closely with you to create a strategic development plan aimed at driving business growth by identifying and leveraging opportunities. Your customised growth strategy is designed to ensure long-term success and partner success.

## 24/7 Monitoring & Support

Our 24/7/365 Network Operations Centre is manned by expert engineers who handle proactive alerting and case management for M247's network platforms and customers. Our NOC team swiftly identifies and triages network outages or alerts, promptly contacting you for quick resolution.

Our M247 Problem Manager oversees the creation and publication of a Post Incident Report for every major incident on the M247 network, as well as coordinate resources for a detailed review, and follow-up on all remedial actions.

## Access My247 Portal

Our My247 Portal provides partners with instant access to all services, enabling quick quoting, and the ability to log and track support tickets. This feature-rich portal is continuously evolving with enhanced functionality.



### **Pre-Sales Support**

Our pre-sales team, boasting over 50 years of collective technical expertise, provides consultative and honest advice to precisely meet your customers' needs with the right solutions.

### **Bespoke Consultation for Complex Projects**

Our technical Presales team specialises in designing innovative, customised solutions tailored to your customer's specific needs, rather than just offering standard off-the-shelf options.

### **Marketing Support, Funding & Events**

Access a wide range of marketing services to boost your business growth, including white label resources, email marketing, social media, and video case studies. Benefit from our free networking lunch events, to collaborate and exchange ideas with like-minded professionals, plus receive funding support for your own marketing initiatives.

### **Free Cyber Security Risk Assessment**

Your cyber security resilience is our concern and top priority because it only takes one minor attack to disrupt your business operation, resulting in loss of trust with your customers, and lost revenue.

Our free cyber risk assessment provides an extensive evaluation to identify potential vulnerabilities and strengthen your digital defences. Customised recommendations will improve your protection against cyber threats, ensuring data security and regulatory compliance. This proactive approach minimises risks; empowering you with confidence and resilience to combat against evolving threats.



### Step 1

Get in touch with a member of our Channel Team.



### Step 2

Meet with a member of the Channel Team to discuss our program.



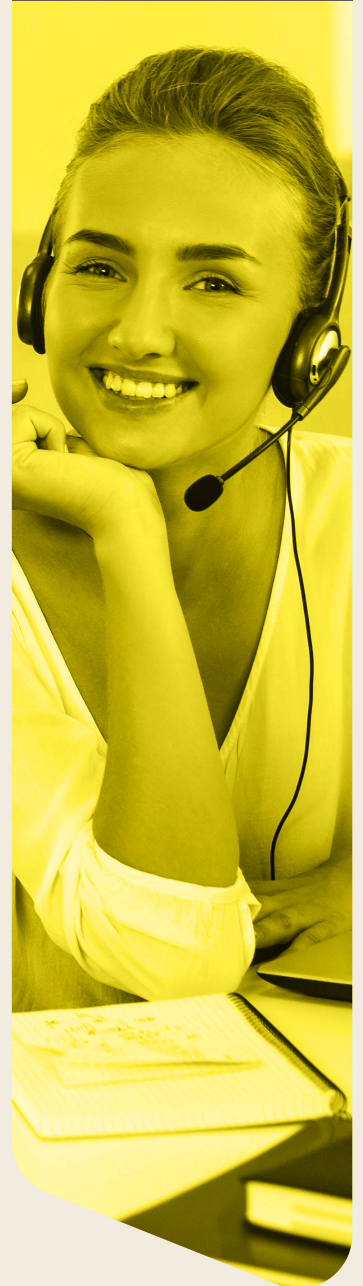
### Step 3

Complete our enablement and onboarding program to help you understand our services and partner benefits.



### Step 4

Start growing, by offering M247 services to your customers with our full support.



Join our partner program and start growing your business in 4 easy steps.

# What our partners say

How our partner program has empowered their business growth:

## Benefits:

The program benefits offered by M247 have been fantastic! The rebates significantly boost our financial performance, and the marketing support is invaluable in promoting our business. These benefits have not only enhanced our profitability but also elevated our market presence. It's a game-changer for any channel partner looking to grow their business.

## Service:

Working with M247 has been a remarkable experience. Their service is top-notch, and our dedicated account manager has been instrumental in developing a tailored plan that aligns perfectly with our growth objectives. Their support and expertise have been pivotal in scaling our business. It's a great partnership.

## Cyber Risk Assessment:

The free cyber risk security assessment from M247 was a game-changer for us. It provided deep insights into our security posture, highlighting vulnerabilities we weren't aware of. This assessment was thorough, yet easy to understand, and has significantly improved our approach to cyber security. This is the kind of support we need, as they can provide us the expertise we need to protect our business, so we can focus on serving our own customers.



# How we support our partners

Technology is the number one force to transform your business. We configure networks, systems and data to connect you with more places, serve more customers and employ more people.

We focus on driving your business forward – not holding it back. When your business is growing and your IT estate gets more complex, we find ways to keep things simple.



## 1. Customer Design

- Solutions developed in partnership with you by our technical in-house experts
- Complex problem solving as standard



## 2. Customer Support

- 40+ support colleagues working 24/7/365
- Direct contact with the team when you need it
- Dedicated customer care and support teams



## 3. Account Managers

- Dedicated account teams with named account managers
- Ongoing support and customer contract



## 4. My247Portal

- View all M247 services
- Check performance statuses
- Raise support tickets
- Access maintenance calendars
- Make service requests
- Order new products and much more via the dedicated partner dashboard

Pre-sale

Ongoing support

# Our UK Network Coverage

- We own and operate radio and fibre networks serving over 60,500 postcodes in the UK
- We can provide business grade connectivity in under 10 days using our radio network
- Wayleaves are reduced by over 50% with radio
- Our radio units use advanced adaptive modulation and adaptive transmit power features to maintain a link in even the most severe weather conditions
- Installation is always done at the minimum required upward tilt to avoid any snow build-up

## Key:




- UK Fibre Full Coverage
- M247 On-Net Fibre Coverage
- Wireless Leased Lines



Serving over 60,500 postcodes in the UK

Providing business grade connectivity in just 10 days

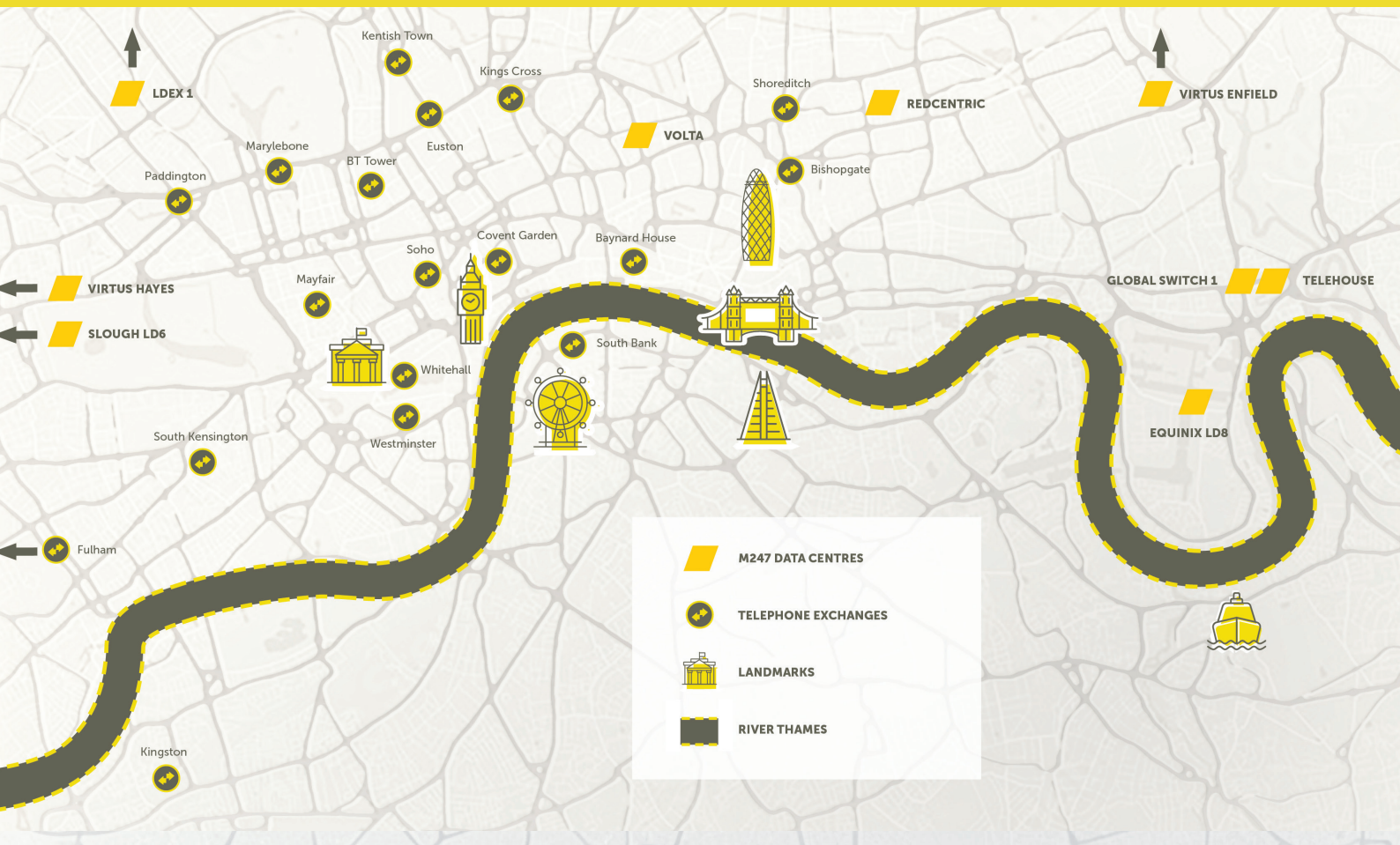
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# M247 London Network

We own and operate a central London network covering all major business districts, connect your customers quickly to a low latency, high bandwidth reliable network.

- Connect effortlessly across 13 telephone exchanges, including Covent Garden and Westminster; ensuring widespread accessibility for seamless communication.
- Experience unparalleled speed and reliability with our multi-100Gbps core network, ensuring swift data transfer and uninterrupted connectivity.
- Safeguard your data with confidence by utilising our resilient private cloud infrastructure, securely housed in a Tier 4 data centre located in the heart of London.



# M247 Network Map

M247 boasts an extensive international network footprint that extends across 57 countries, providing services to a vast clientele of over 2,900 customers.





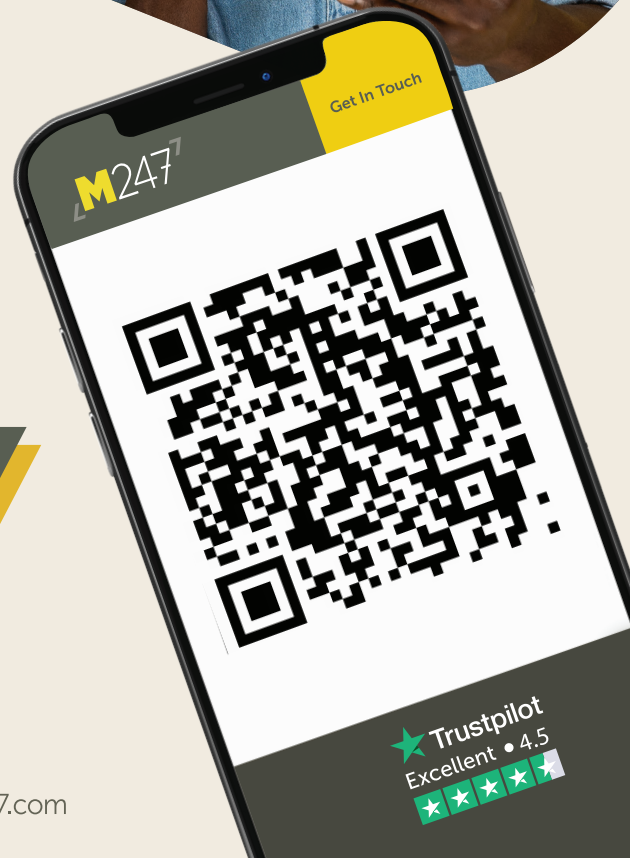


## Our Partner Offers

Scan the QR code to access our dedicated page aimed at keeping our partners updated on M247's current offers.

As part of our **partner program**, we provide competitive pricing, rebate schemes, and quarterly events.

Ensure you don't miss out on any upcoming offers or networking opportunities!



**Become a partner  
today and let's  
succeed together.**



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