

# Partnerworks Program External FAQ

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## General Program Questions

1. Can my company join multiple Partnerworks programs?
  - a. Yes. Each program has a different application process and so you will need to complete a separate application per program.
2. What benefits are available to us?
  - a. We are committed to a world-class partner program and have benefits spanning marketing, support and technical. Please refer to the [Partnerworks Program](#) website for further information on each program.
3. What are the requirements?
  - a. Each level and program has requirements based on the type of program. Refer to each program section below.
4. Can I get the Program Guide before I sign up?
  - a. The Program Guide provides detailed information about Partnerworks, but for general information to help you decide which program is right for your company before application, please see our Program Briefs that can be found on the [Partnerworks Program](#) page under the program of interest.
5. What does it cost?
  - a. No fee at the Community level for the Partnerworks ISV/IHV and Consultant programs, so it is easy to begin your journey with Hortonworks and grow with us as per your company goals. Fees vary per program above the Community level.
6. Do I have to move up to a higher partner level or can I stay at the Community level?
  - a. It is not a requirement to move up in the program; it depends on your business objectives with Hortonworks.

## Consultant Program

7. How do I join the program?
  - a. It's easy to join at the Community level. This is a no-fee level and an online "click to accept" our terms and conditions.
8. What are the next steps after we join?
  - a. Learn about Hortonworks products and solutions. We ask you have one person or more complete online sales enablement, architecture enablement and HDP/HDF certification within six months of joining.
9. Is there a contract?
  - a. Partners can join the Community level by completing an online-only application, which requires partners to accept the Partnerworks Terms and Conditions and non-disclosure agreement. There may be additional contract requirements at Silver, Gold and Platinum levels, as applicable. A Hortonworks representative will guide you through any additional contract requirements.



10. What if my company was already in the Hortonworks SI program?
  - a. Then you are in the new Hortonworks Consultant Program! If you were at the Bronze level, you will be placed into the Community level in the new program. You will be offered the opportunity to take the online sales and architecture enablement and HDP/HDF certification. If you are at a higher level we will review your achievements in the existing program together and determine where you fit in the new program. A Hortonworks representative will guide you through any requirements or paperwork.

## ISV/IHV Program

11. How do I join the program?
  - a. It's easy to join at the Community level. This is a no-fee level and an online "click to accept" our terms and conditions.
12. What are the next steps after we join?
  - a. Learn about Hortonworks products, and have one person or more complete online sales enablement and architecture enablement courses within six months of joining.
13. Is there a contract?
  - a. Partners can join the Community level by completing an online-only application, which requires partners to accept the Partnerworks Terms and Conditions and non-disclosure agreement. There may be additional contract requirements at Silver, Gold and Platinum levels, as applicable. A Hortonworks representative will guide you through any additional contract requirements.
14. What if my company was already in the Hortonworks Technology Partner program?
  - a. Then you are in the new Hortonworks ISV/IHV Program! If you have not certified your products with Hortonworks, you will be placed into the Community level in the new program. If you are at a higher level we will review your achievements in the existing program together and determine where you fit in the new program. A Hortonworks representative will guide you through any requirements or paperwork.

## Reseller Program

15. How do I join the program?
  - a. To join the Reseller program please apply online and we will review your application and next steps.
16. What are the next steps after we join?
  - a. Get your teams trained on Hortonworks Products through sales and architecture enablement. We work with resellers to help you sell and close business.
17. What if I am already a Hortonworks Reseller Partner?
  - a. Then you are a Hortonworks Partner in the Reseller Program! We will work with you to go over the new program benefits and requirements.

## Questions?

18. Who do I contact if I have a question on the program and the requirements to get to the next level?
  - a. [partnerdesk@hortonworks.com](mailto:partnerdesk@hortonworks.com)