

Plus Program Guide

Plus Program

The One Identity Plus Program recognizes partners who have gone beyond the implementation certification. These partners are commended for their delivery capabilities across the One Identity solution set. Their primary focus is on programmatic solutions, including Safeguard for Privileged Access Management (PAM), One Identity Manager for Identity Governance & Administration (IGA), as well as OneLogin and Active Roles for Access Management.

Partners who have delivery capabilities across these solutions are given the status of Plus partners which grants them automatic vendor approval to implement the associated product and indicates to the customer and implementation partner that they have the recognized skills needed to have a successful delivery and design an ongoing Identity and Access Management (IAM) platform.

The importance of the Implementation Professional cannot be overstated as product and IAM project knowledge **is critical to a successful deployment**

Partner Benefits

- Authorized Training Centre eligibility
- Customer training offering
- Recognition of delivery capabilities
- Niche training offerings
- Sponsorship opportunities
- Elevated support
- Closer alignment with the vendor R&D teams

Achieving Plus+ Status

To be recognized as a **Plus+ Partner**, organizations must demonstrate the capability to successfully implement One Identity solutions through certified, chargeable resources. This designation reflects a partner's proven delivery expertise and alignment with One Identity's implementation standards.

Partner Requirements:

To qualify for Plus+ status, partners must meet the following criteria:

1. Certified Technical Specialists

Partner consultants must complete the designated One Identity Implementation Training and pass the associated certification exam to earn the Technical Specialist credential. This certification qualifies them to participate in delivery projects as chargeable resources.

2. Certified Implementation Professionals

After successfully contributing to **two full implementations** under the guidance of an experienced engineer, Technical Specialists may be elevated to **Implementation Professional** status. This advanced certification reflects the ability to:

- Design comprehensive solution architectures
- Deliver complex and advanced product functionality
- Communicate business and technical value across customer stakeholders

3. Project Delivery Requirements

One Identity requires that all new implementation projects include at least one certified **Implementation Professional** on the delivery team. If a partner does not yet have a certified resource, One Identity may assign internal consultants to support delivery and provide shadowing opportunities for partner consultants working toward certification.

4. Ongoing Support and Enablement

One Identity supports partner development through structured enablement, training, and co-delivery opportunities. This ensures partners can build internal expertise and maintain high standards of delivery across implementations and solution upgrades.

Recognizing challenges in the Professional Services (PS) space

The most pressing challenge in the IAM and broader cybersecurity market today is the general supply of skilled resources. One Identity is committed to continuously enabling our partner

base to ensure they have the capabilities and capacity to meet both their own growth objectives and our shared delivery commitments.

Our partners are essential to driving One Identity adoption and usage. To support your success, we offer a range of training options to help meet any skill or certification requirements.

Please refer to our Training Catalogue for available courses, or contact your local Channel Manager to discuss private training needs tailored to your team.

One Identity Expert Services

The One Identity Expert Services organization is an integral piece in our capability to deliver successful projects and ensure partners have access to experienced engineers. One Identity maintains a dedicated professional consultancy practice across all product sets which provides experienced engineers to support new partners looking to deliver and shadow projects, as well as working with established partners with resourcing requirements when needed. With this service comes project scoping, which is often a determining factor in the success of a Request for Proposal (RFP) submission, so we would implore new or inexperienced partners to engage with our Expert Services.

Program evolution

One Identity has a long-standing presence in the IAM space, supported by a diverse and experienced partner ecosystem. Our partners bring a wide range of skills, product expertise, and go-to-market approaches. This diversity creates a powerful opportunity: enabling seasoned partners to support and elevate newer partners and customers.

We foster a collaborative environment where partners may compete, but also work together to expand the One Identity footprint.

This collaboration increases the number of customer references and **strengthens the availability of One Identity skills across local and global markets.**

Through this ecosystem, partners gain access to skilled resources to help win new business and deliver successful outcomes for existing projects. Training, enablement, and knowledge-sharing are core to this model — and we're committed to recognizing and amplifying partner capabilities across the network.

Our Partner Plus Program includes recognition for license transactions through a metal-tier structure: Silver, Gold, and Platinum. These tiers reflect transaction volume across new licenses and renewals. While delivery capabilities are not tiered in the same way, we have created the new "Plus+" designations to highlight partners with comprehensive, specialized delivery expertise.

This public-facing differentiation showcases delivery capabilities and unlocks additional benefits and privileges for higher-tier partners.

Professional Services tiering under the Plus Program

To recognize delivery capabilities within the Partner Plus framework, the following service tiers have been developed. These tiers reflect not only the number of successful implementations completed, but also the depth of One Identity expertise within the partner organization.

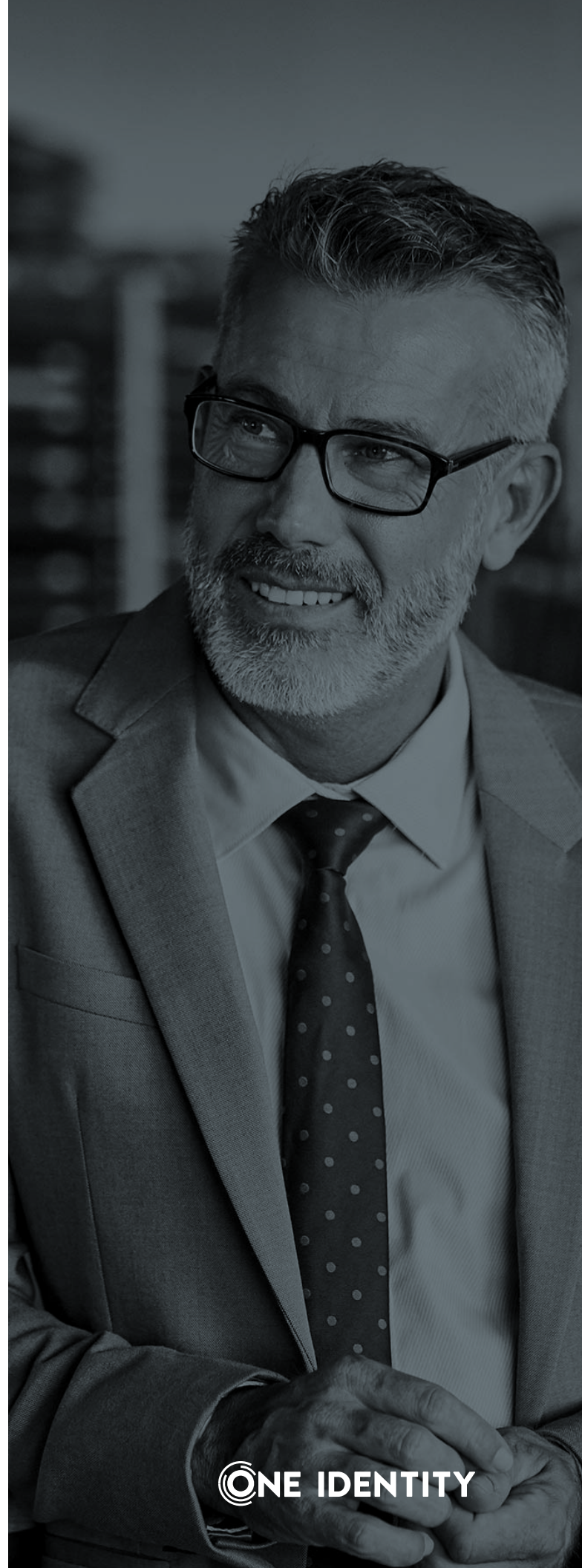
Partners who meet these criteria typically have a strong customer base and a robust team of certified professionals, enabling them to deliver core solutions as well as complementary services.

Tiering Logic:

The structure of these tiers is based on two key factors:

- Number of Implementations and Public References
- Depth of Certified Consulting Resources

Together, these elements represent a partner's overall product expertise and ability to deliver high-quality services.



PLUS PROGRAM - PARTNER SERVICE TIERS

| Requirements | Plus+ | Advanced+ | Premier+ |
|---|--------------------------|---|---|
| One Identity Practice | Yes | Yes | Yes |
| Minimum Certified Resources - per Solution (Technical Specialist) | 4 | 10 | 25 |
| Minimum Certified Resources (Implementation Professional) | 1 | 3 | 6+ |
| Customers in Production/Successful Implementations (of which (x) are public references) | 2 (1) | 4 (2) | 8 (4) |
| Adhere to the One Identity Partner Circle Program Terms & Conditions | Yes | Yes | Yes |
| Annual requirement (OI financial year) | None | 2 certifications / 1 new customer | 5 certifications / 1 new customer |
| Benefits | Plus+ | Advanced+ | Premier+ |
| ATC opportunity | No | No | Yes |
| Listing on OnIdentity.com/Plus | Standard Partner Locator | Partner Locator, and Partner Plus Directory | Partner Locator, and Partner Plus Directory |
| Roadmap session | No | Yes | Yes |
| Optimising Support Engagement Workshop | No | Yes | Yes |
| Public facing badge | Yes | Yes | Yes |
| PR opportunity | Yes | Yes | Yes |
| Access to Connect Online Forum* | Yes | Yes | Yes |

*Please contact your Channel Account Manager for details.

Partner Benefits

Authorized Training Center (ATC) eligibility

Partners at the Premier+ tier who have in-house knowledge, experience, local environments and documentation will be given the opportunity to provide vendor-approved training to their own consultants.

Customer training offering

For the same reasons given in the ATC, One Identity recognizes partners' ability to build a customer-specific training (non-implementation). This allows partners to build additional value into their service offering and recognizes customer learning and shadowing during implementation.

Recognition of delivery capabilities By identifying resourcing scale and experience, the new One Identity service tiering will differentiate partners in regard to pure license resale and implementation proficiency. This provides customers with the opportunity to choose the correct partner for their needs.

Certified Consultant Records

To ensure your Partner Plus status accurately reflects your certified team members, please keep your consultant records up to date. If a certified consultant has recently joined your organization, you can submit the Consultant/Partner Certification Transfer Form, available on the Partner Portal. Once submitted, One Identity will verify the registration and update your Partner Plus status accordingly.

Elevated Support

Plus partner expertise in indirect customer support case allows for direct resolution without One Identity support. For cases when escalation is needed, higher tiered Plus partners will have the option to submit qualified service request for quicker resolution. A better developed partner ecosystem provides a wider scope for collaboration and training, giving partners the opportunity to achieve public-facing certifications and commercial differentiators to drive business.

Wider awareness on the market further elevates consciousness of One Identity as a leader in the IAM space, increases the number of decision makers/ influences with One Identity credentials and creates avenues to present our Unified Identity Platform.

About One Identity

One Identity delivers trusted identity security for enterprises worldwide to protect and simplify access to digital identities. With flexible subscription and deployment options – from self-managed to fully managed – our solutions integrate seamlessly into your identity fabric to strengthen your identity perimeter, protect against breaches and ensure governance and compliance. One Identity is a trusted leader in identity governance and administration (IGA), privileged access management (PAM), and access management (AM) for security without compromise. For more information, visit www.oneidentity.com.