SMART | Inspired Collaboration™

SMART Technologies EDGE Partner Program

Enterprise Resellers EMEA, APAC, CALA

Fiscal Year 2014

SMART Technologies is a leading provider of technology solutions that enable inspired collaboration in workplaces around the world by turning group work into a highly interactive, engaging and productive experience. SMART delivers integrated solutions that combine hardware, software and services designed for superior performance and ease of use and remains a world leader in interactive displays.

SMART's partner base of Resellers is the best in the industry, bringing excellence in enterprise collaboration solutions to our collective customer base. The SMART Reseller EDGE Partner Program (the "**Partner Program**") offers a clear path to success when assisting Resellers with their customers' requirements.

EDGE

Enablement
Demand Generation
Engagement

edge: /ej/: advantage, superiority, upper hand;
• *edge of innovation*
• *edge in the market place*
• *edge over the competition*

EDGE

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Eligibility for the Fiscal Year 2014 Partner Program

SMART Reseller Agreements (the "Agreement") specify the market segments in which Resellers are authorized to supply SMART products. SMART products are differentiated between Education and Enterprise, as indicated on SMART's price list. Resellers may be authorized for either the Education or Enterprise market segments, or both. Education products are intended for sale to primary and secondary institutions (i.e. K-12), higher education institutions, and government entities only. Enterprise products are intended for sale to businesses, higher education institutions, and government entities. The Agreement establishes the terms on which SMART will supply and the Reseller will market, sell and support SMART Enterprise products.

In accordance with the terms of the Agreement, Resellers must comply with SMART's Partner Program to remain in good standing and will only provide product to those end-user customer types as indicated in Appendix A of their Agreement.

The Partner Program is flexible to allow Resellers choice based on business model, sales and technical capabilities and ability to invest. Resellers may choose to become either Gold or Silver Visual Collaboration Resellers or Gold or Silver SRS Specialized Resellers or both.

Visual Collaboration Solutions (VCS) Reseller

Visual collaboration solutions bring together enhancements such as visual displays, software, and remote capabilities to enrich a customer's meeting experience and work flow. By adopting SMART solutions customers can increase innovation, boost productivity, make more informed decisions and significantly reduce costs.

SMART Room System (SRS) for Lync Specialized Reseller

The SMART Room System (the "**SRS**") for Lync Specialization rewards Resellers with the opportunity to sell SRS collaboration solutions to their customers within the Enterprise market segment. The SRS is SMART's integrated, turn-key hardware solution that combines SMART's industry leading interactive displays with Microsoft Lync to enable rich audio, video and data collaboration. The Specialization is based on an organization's ability to position, sell, and service the SRS system across their geographic segments and allows Resellers to capitalize on new market opportunities through the exclusive sale of the SRS system and services or in combination with VCS Accreditation (see above). While this specialization is open to VCS Accredited resellers, approval by your Channel Manager is required.

Choosing Levels: Gold and Silver

There are two levels of VCS accreditation; Gold and Silver and there are two levels of SRS specialization; Gold and Silver.

The Gold Level is designed for Resellers who position, sell and service solutions across their authorized market or geographic segments with excellence. These Resellers meet the highest standards for sales, marketing and service in providing SMART solutions.

The Silver Level is designed for Resellers who demonstrate sales and technical competence with SMART solutions in their authorized market or geographic segments.

Resellers choose which level they wish to achieve within VCS, SRS or both. To effectively prepare Resellers to represent SMART products and drive profitable growth, each level encompasses minimum eligibility standards for enablement/training, demand generation/marketing and engagement/support.

Visual Collaboration Global Reseller

Resellers who achieve and maintain Gold VCS status within two or more SMART regions (NA, EMEA, APAC or CALA) will be accredited as a Global Reseller. Please work with your SMART Area Manager where your headquarters is located to explore this classification (requirements may vary by region). Global Resellers will continue to maintain local relationships and follow local agreement and product sourcing methods.

Giving Partners the EDGE through Enablement

Resellers who possess depth of sales and product knowledge have higher close rates and drive greater revenue results. These skills enable Resellers to sell SMART products with excellence and will ensure a positive end-user experience. Gold or Silver status is achieved through training that is role-based, either sales or technical, which allows individuals to add value to the organization.

Visual Collaboration Solutions (VCS) Reseller Training Requirements

The following chart reflects the minimum training requirements of each level. Additional trained staff members may be required due to particular need or size of territory and market and if so, these requirements will be detailed in the Resellers' business plan (see Engagement).

VCS Enablement Requirement	Silver	Gold
SMART Certified Sales Professional for Enterprise	1 sales staff (select modules)	2 sales staff (full program)
Pre-Sales Technical	1 technical staff	2 technical staff

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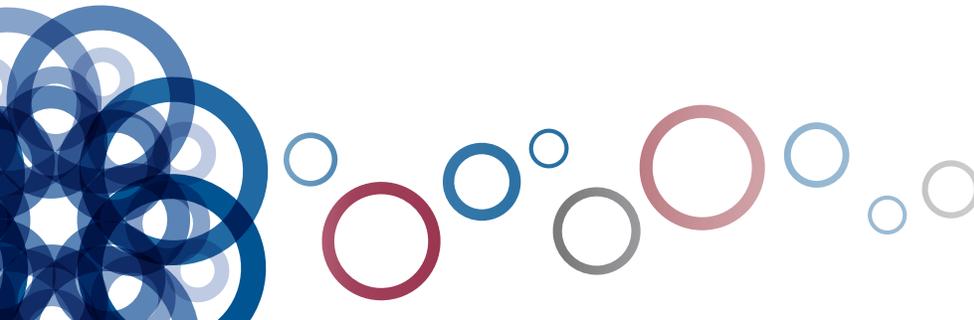
Sales Training: SMART Certified Sales Professional for Business Solutions (SCSP-B)

SMART's VCS sales training, SMART Certified Sales Professional for Business, consists of self-paced, online courses which integrate key competency requirements across six knowledge areas:

- Solution selling
- Basic product use and integration training
- SMART value propositions
- Understanding SMART's competitive landscape
- Basic technical training
- Basic and market-focused demonstrations

The SCSP for Business program is SMART's multi-faceted training and professional development program for Resellers who are authorized for the Enterprise market. The SCSP for Business program is based on SMART's visual collaboration solutions. Resellers authorized for the Enterprise market segment must complete SCSP-B.

For more information on SMART's SCSP for Business please visit SMART's partner portal(s)

(either the SOURCE in CALA or the SMART Partner Portal or both in EMEA and APAC).

SOURCE access using Reseller domain email is required.
SOURCE: smarttech.com/source
Partner Portal: resellers.smarttech.com

Pre-Sales Technical Training

Gold and Silver Resellers must complete the Pre-Sales Technical Training which may be delivered online or through a blended model of online and instructor led methods. This course is also a prerequisite for SMART Factory Trained Installer and SMART Factory Trained Technician.

SMART Room System Specialization (SRS) for Lync Reseller Training Requirements

The following chart reflects the minimum training requirements of each SRS level. In addition to the required training, SMART has provided a set of Guidelines for Success to optimize a Reseller's achievement within the new SRS business opportunity. SMART recognizes that Resellers that exhibit the skills underscored within the Guidelines have the potential to take greater advantage of the SRS business opportunity within their markets.

As with VCS requirements, additional trained staff members may be required due to particular need or size of territory and market and if so, these requirements will be detailed in the Resellers' business plan (see Engagement).

SRS Enablement Requirement	Silver	Gold
SRS Sales Training	1 sales staff	2 sales staff
SRS Pre-Sale Technical Training	1 technical staff	2 technical staff

SRS Sales Training

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SMART's SRS sales training consists of 3 self-paced, online courses which integrate key competency requirements across SMART and Microsoft® knowledge areas:

Three required courses make up the "SRS Sales Training":

1. SRS Sales Training Course
2. Lync 2013 and Lync Online Product Overview (required Microsoft® Course)
3. Understanding Lync Licensing (required Microsoft® Course)

Resellers who have a current Lync competency are able to skip through courses 2 and 3 to challenge the course through a brief assessment.

Two recommended, but non-mandatory, courses are available for those who wish a deeper level of Lync knowledge:

4. The Lync Solution Sales Process (recommended Microsoft® Course)
5. Winning against the Competition (recommended Microsoft® Course)

SRS Technical Training

To become SRS Specialized, resellers must also complete the web based SRS Pre-Sales Technical Training Course.

For further more information on SMART's SRS Training please visit the SMART Learning Space: https://learningspace.smarttech.com

Success Factors for Selling SRS

SMART has extensive experience working with Resellers who have become successful selling our software and hardware solutions. This experience has provided us with insight as to key success factors; those sets of experiences or qualities that will increase a Reseller's chances of success when taking on a new product line. While these success factors are not mandatory requirements, SMART will include these aspects when in discussion with Resellers who wish to become SRS specialized.

Guidelines for Success	Silver	Gold
Understanding the Specifics of Selling Hardware	Recommended	Recommended
Microsoft® Gold or Silver Communications Competency	Recommended	Recommended
Video Expertise	Recommended	Recommended

Success Factor: Selling Hardware

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Successfully selling SMART hardware is contingent upon a knowledge base that considers the sales cycle of hardware products which can often be longer than software sales cycles and involve onsite evaluation of the environment beyond just a review of schematics or diagrams. It requires knowledge of transporting and delivery of large hardware products and its packaging, and an understanding of customer needs for installation and onsite support including RMA and remote help desk support. A solid understanding of these considerations is required to be successful with large audio visual products; while it is not always the Reseller that will carry out these requirements, it is important be a reliable consultant to the customer with respect to these aspects of a sale.

Success Factor: Microsoft Competency

Resellers of SRS products will benefit from being a Microsoft Gold or Silver Communications Competency Reseller; however, it is not required. Resellers are encouraged to seek such competency if it suits their business model.

Success Factor: Demonstrated Video Expertise

The SRS product line is a new product category for SMART and includes high definition video conferencing. While the SRS Sales Training and Pre-Sales Technical Training will sufficiently prepare Resellers to sell the product, those resellers who are already conversant with video conferencing, its value to the customer and its technical aspects will be more prepared to discuss these features with customers and therefore overcome objections and provide well-crafted responses to customers' questions.

Common Skills Requirements for both VCS and SRS

In addition to the specific training for VSC, the specific training for SRS and the success factors for SRS, there are a common set of requirements that relate to skills development that apply to both product lines.

VCS and SRS Enablement Requirement	Silver	Gold
Cisco CCNA and MSFT MCTS or Equivalent	Recommended	Required
Maintaining Certifications/ Accreditation	New training courses may be required from time to time as new product is introduced	New training courses may be required from time to time as new product is introduced
Installation and Technical Maintenance	Required if providing in-house; not required if out sourcing	Required if providing in-house; not required if out sourcing

Cisco CCNA & Microsoft MCTS or Equivalent

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Gold VCS and Gold SRS Resellers are required to maintain appropriate network certification(s) including Cisco CCNA and Microsoft MCTS certification or equivalent; proof of such certifications will be required and should be provided to your local SMART Area Manager upon request. It is recommended that any Reseller selling SMART Bridgit™ have such certifications.

Maintaining Accreditation

Resellers must maintain minimum training requirements for their respective level of accreditation at all times; when certified individuals leave Resellers' employ, the Reseller must make arrangements to have new or existing staff members trained (within 90 days) to a sufficient level to meet requirements.

From time to time, SMART may introduce new products that require additional training; Resellers will be notified if additional training is required to maintain accreditation and access specific products.

Optional Training: SMART Factory Trained Installer and SMART Factory Trained Technician

To ensure customer satisfaction and to aid customers in the implementation of their ideal SMART solution, all Resellers must provide customers with access to SMART certified installers and technicians. Resellers may decide to become SMART Certified Installers and Technicians for VCS and/or SRS through the completion of SMART Factory Trained Installer and Technician courses and for SRS an additional SRS Install Course, thereby offering their customers the highest level of service offering in-house. Resellers who elect not to attain installation or technical certification themselves must recommend and enable customers to utilize a SMART qualified install and support organization. Please work with your local SMART representative to determine if a support organization is available in your area.

These Installer and Technician courses are fee-based and can be accessed on SMART premises or on Reseller premises. These courses will provide the knowledge and skills on which Resellers can develop their own partner-branded installation and maintenance service model.

Pre-requisites exist for the both VCS Factory Trained Installer and Technician courses and for the SRS Installer course. For the VCS courses, there are online pre-requisites and for SRS Installer course, the VCS Installer and Technician courses are the pre-requisite. Details on program pre-requisites, dates and registration can be found through the SOURCE.

Giving Partners the EDGE through Demand Generation

SMART is committed to supporting Resellers to promote and market SMART solutions. This commitment is

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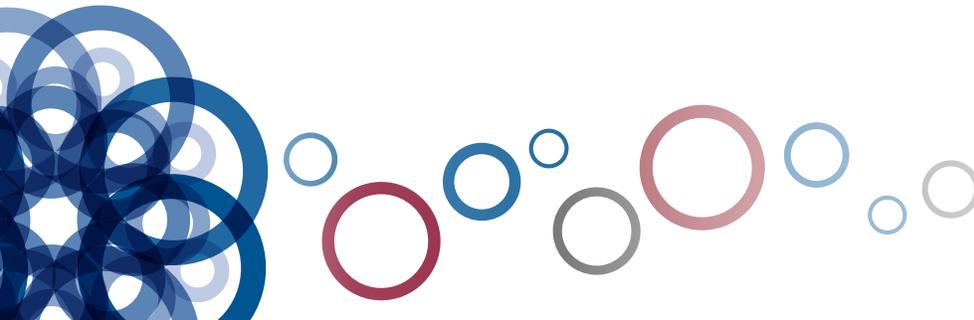
demonstrated through a comprehensive set of sales and marketing tools to create interest in SMART's products and services. SMART's offerings help the Reseller to create awareness, position, and demonstrate the right SMART product for the customers' needs.

Demand Generation Benefit	Silver	Gold
Sales and Marketing Programs	Select Programs	All Programs
Market Development Funds Program	N/A	Eligible
Access to Executive Briefing Center	Access	Priority Access
SMART Leads	N/A	Yes
Access to the Partner Portal(s)	Yes	Yes
SMART Reseller Branding	Yes (Silver)	Yes (Gold) Global Available for VCS
Presence on SMART "Where to Buy"	Presence	Priority Listing
Demand Generation Requirements	Silver	Gold
VCS Demo Equipment Requirement (if applicable)	"Silver" Demo Suite	"Gold" Demo Suite
SRS Demo Equipment Requirement (if applicable)	One of S, M, or L	One of M or L

Sales Programs

Sales programs are designed to help Resellers stimulate demand for products in the market place, support partners to engage with customers, reward investment and promote specific products or approaches to the market. All Resellers will have access to a core suite of programs that will support Resellers to focus on SMART solutions; these programs will be posted on the Partner Portal(s) and will carry with them their own set of terms and conditions. Gold Resellers may have access to programs that are specifically designed for Resellers with advanced capabilities. Use of Enterprise sales programs must be confirmed through the local SMART Channel Account Manager and are applicable on an opportunity-by-opportunity basis.

Market Development Funds Program

Demand generation activities are targeted marketing efforts that drive awareness and interest in SMART products; demand generation goes hand in hand with the SMART sales cycle. Resellers will work closely with the SMART Marketing Team and their local SMART representatives to identify and execute these demand generation activities.
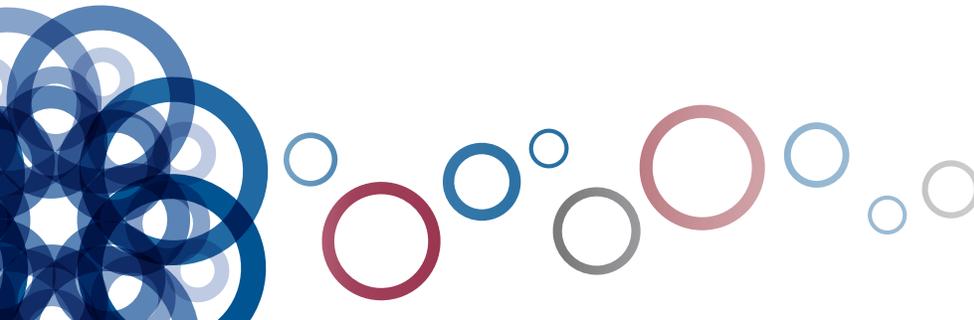
Access to Executive Briefing Center

Briefing Centers that are equipped with full SMART solutions allow Resellers to connect with executives and subject matter experts to provide tailored experiences for end-users. Gold Resellers will have priority access to the Briefing Center schedule. Resellers and end-users will leave the center with the information required to make the best long term investment in SMART solutions. SMART Area Managers and Channel Account Managers will assist Resellers with gaining access.

SMART Leads

Gold Resellers may be allocated leads generated by SMART's campaigns, trade shows and events.

Access to the Partner Portal(s)

All Resellers will have access to the SMART online Reseller Partner Portal(s) (either the SOURCE in CALA or the SMART Partner Portal or both in EMEA and APAC) a repository for information and tools that assist Resellers to develop the market and manage the sales cycle. Product related documents and information, marketing tools and SMART publications can all be found on these portals.

SOURCE: smarttech.com/source

Partner Portal: resellers.smarttech.com

SMART Reseller Branding

SMART will provide high resolution Global, Gold and Silver Reseller logos; these logos can be found on the SMART Brand Library and may be used to demonstrate competency development, investment and commitment to the SMART brand. Use of accreditation logos is subject to separate terms and conditions, and are available on the Brand Library.

Listed on SMART "Where to Buy"

SMART maintains a searchable directory on its website that allows end-users to find Resellers in their area who are authorized by SMART to sell products. SMART will list Global, Gold and Silver Resellers in this directory in a tiered fashion, representing the status and capability of the Reseller.

Demonstration Equipment

When customers see SMART products, they are inspired to create solutions. VCS Resellers are required to have a minimum core product suite and an appropriate product mix in customer facing locations throughout their approved territories. SRS Specialized Resellers must also have a minimum S, M, or L SRS Demo Suite, depending on their specialization level, in at least one of their customer facing locations. Resellers who serve multiple territories must work with their SMART representatives to execute an appropriate demonstration equipment plan which will be encompassed in their business plan (see Engagement Section).

Minimum required product sets by Gold and Silver partners are detailed in Appendix B.

EDGE

Giving Partners the EDGE through Customer Engagement

Through regular and coordinated engagement, Resellers, SMART Distributors and SMART representatives will partner together to offer a suite of support solutions to end-users, ensuring customer satisfaction and facilitating product use. SMART is committed to delivering fast, flexible and decisive support to the channel to ensure we meet the expectations of our mutual customers.

Reseller Support Requirements	Silver	Gold
Level 1 Support	Required if purchasing from Volume Distributors	Required
Warranty Support (RMA on-site Support)	Required	Required
Stock Minimum Spare Parts	Required if purchasing from Volume Distributors	Required

Note: Reseller may discharge support obligations by providing services in-house or contracting out to a SMART qualified organization

Management of 1st & 2nd Level Technical Support

Partners are expected to provide customers with the right level of care for their post-sales support needs.

Level 1 Support for End-Users

Silver Resellers purchasing from Volume Distributors must provide Level 1 Support to their end-users.

Silver Resellers purchasing from Value Added Distributors may either provide Level 1 Support in-house or direct their customers to their Distributor for such support.

All Gold Resellers must provide Level 1 Support to our mutual customers. SMART reserves the right to request detailed support data from Gold Resellers.

Level 2 Support for Resellers

Resellers are not required to provide Level 2 support.

SMART's Value Added Distributor network will provide Level 2 support to Resellers who purchase from them, while SMART will provide, either directly or indirectly, Level 2 Support to Resellers who purchase from Volume Distributors. Value Added Distributors will escalate to SMART.

See Appendix C for definitions of Level 1 Support and Level 2 Support.

Warranty Support

All Resellers must support SMART's product warranty by making available to end-users a method of uninstalling and returning product to SMART. End-users may, however, decide to return product themselves as per SMART's instructions. Resellers are encouraged to include this service as part of their partner-branded service revenue model.

SMART will provide a fee for service method of uninstalling and returning product to SMART, directly or indirectly, for end-user customers of Resellers who purchase from Volume Distributors.

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Stock Minimum Spare Parts

Resellers who provide Level 1 Support are required to purchase spare parts according to the minimum spare parts list as detailed on the Partner Portal(s). On the occasion that customers have failed or lost components, having spare parts in stock can help reduce down time incurred by parts ordering.

Giving Partners the EDGE through SMART Engagement

Through business planning and regular use of management tools, opportunities for growth will be identified and managed to success.

Business Requirements	Silver	Gold
Business Plan	Basic	Advanced
Channel Advisory Council	N/A	By Invitation
Partner Events	By Invitation	Eligible
Forecasting to Distributors	Monthly	Monthly
Channel Strategy Session	Quarterly	Monthly

Business Plan

The business plan is at the heart of the partner relationship and sets the goals and objectives for delivering on success. Area Managers or Channel Account Managers will work with Resellers directly to identify and set the specific business goals and objectives that will maximize growth and achievement of revenue targets.

Channel Advisory Council & Partner Events

From time to time, SMART may assemble a group of Resellers to provide input and feedback to SMART on topics of interest to both parties; Gold Resellers' participation will be by invitation from SMART. This privilege may rotate through our partner base so as to include a wide range of input and perspective.

Gold Resellers are invited to attend events hosted and sponsored by SMART. These events provide attendees with insight into SMART's overall direction and focus, product roadmap, sales programs and marketing initiatives while soliciting feedback on Reseller issues, potential programs and product development. Silver Resellers will be considered for inclusion based on their strategic position in the SMART Reseller community.

Forecasting to Distributors

All Resellers are required to provide sales unit forecasts/plans by product, market segment and by authorized region to Distributors on the 5th business day of the month, as per the format provided by SMART.

A copy of SMART's forecasting template can be found on the Partner Portal(s).

Channel Strategy Sessions

Channel Strategy Sessions will consist of comprehensive reviews and/or updates. The comprehensive reviews will offer Resellers the opportunity to meet with SMART and/or Distributor sales management to plan the optimization of our shared business goals. Updates with a SMART representative will cover key updates from SMART, purchases to date, and upcoming opportunities.

Gold Resellers will have the opportunity to participate in comprehensive reviews on a monthly basis; Silver Resellers will participate in quarterly updates.
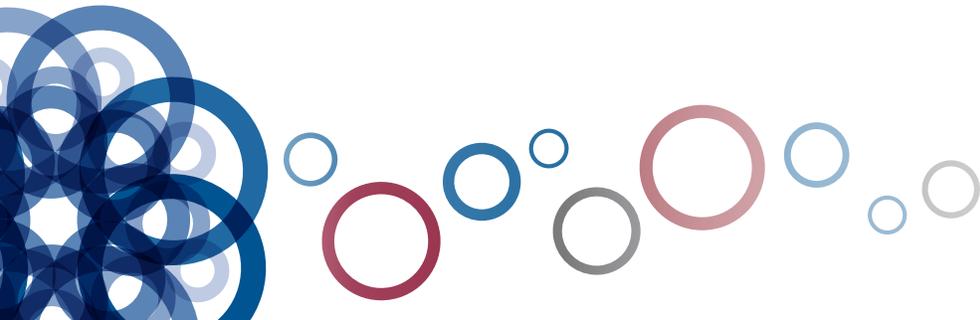
Terms and Conditions

1. Term. The Partner Program is effective, as amended from time to time, on April 1, 2013 to March 31, 2014, and is between SMART Technologies ("SMART") and the authorized SMART reseller specified in the Agreement (the "Reseller").

2. Modification. SMART may modify the terms of this Partner Program in accordance with the provisions of the reseller agreement between SMART and Reseller (the "Agreement").

3. Subordination. To the extent of any inconsistency between this Partner Program document and the Agreement, the Agreement shall govern. This Partner Program is subordinate to the terms of the Agreement.

4. Compliance Requirement. Compliance with the Partner Program is a requirement of the Agreement. All benefits and support available to Reseller under this Partner Program are contingent on the Reseller's compliance with the terms herein. SMART reserves the right to support resellers outside the terms of the Partner Program on a case-by-case basis.

5. Market Segment. Reseller market segment authorization is set out in the Agreement. Nothing in this Partner Program shall serve to modify such authorization.

6. Performance Rebate. The SMART Performance Rebate (SPR), including any volume or growth portions thereof, is governed by separate terms and conditions. Those terms and conditions, to the extent of any inconsistency with this Partner Program, shall govern eligibility, calculation and payment of the SPR. Terms and conditions are available on the Portal (SOURCE).

7. Confidentiality. The terms of the Partner Program are confidential and may not be disclosed to any third party.

8. Logo Use. Use of logos provided by SMART indicating accreditation under the Partner Program are subject to the Agreement and to such terms as may be found in SMART's Brand Library, available on the Portal (SOURCE).

9. Governing Law and Dispute Resolution. This Partner Program shall be governed, and disputes relating to the Partner Program shall be addressed, as specified by the parties in the Agreement under the governing law and dispute resolution sections therein.

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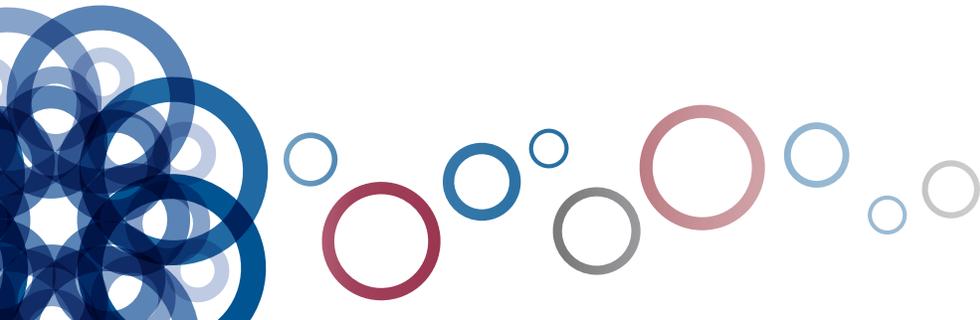
Appendix A: Program Overview

VCS Enablement Requirement	Silver	Gold	Check List/Notes
SMART Certified Sales Professional for Business	1 sales staff (select modules)	2 sales staff (full program)	
Pre-Sales Technical	1 technical staff	2 technical staff	
SRS Enablement Requirement	**Silver**	**Gold**	
SRS Sales Training	1 sales staff	2 sales staff	
SRS Pre-Sales Technical Training	1 technical staff	2 technical staff	
SRS Success Factors	**Silver**	**Gold**	
Microsoft® Gold or Silver Communications Competency	Recommended	Recommended	
Demonstrated Video Expertise	Recommended	Recommended	
Understanding the Specifics of Selling Hardware	Recommended	Recommended	
Enablement Requirement for both VCS and SRS	**Silver**	**Gold**	
Cisco CCNA and MSFT MCTS or Equivalent	Recommended	Required	
Maintaining Certifications/ Accreditation	New training courses may be required from time to time as new product is introduced	New training courses may be required from time to time as new product is introduced	
Installation and Technical Maintenance	Required if providing in-house; not required if outsourcing	Required if providing in-house; not required if outsourcing	

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Demand Generation Benefit	Silver	Gold	
Sales and Marketing Programs	Select Programs	All Programs	
Market Development Funds Program	N/A	Eligible	
Access to Executive Briefing Center	Access	Priority Access	
SMART Leads	N/A	Yes	
Access to the Partner Portal(s)	Yes	Yes	
SMART Reseller Branding	Yes (Silver)	Yes (Gold) Global available for VCS	
Presence on SMART "Where to Buy"	Presence	Priority Listing	
Demand Generation Requirements	**Silver**	**Gold**	
VCS Demo Equipment Requirement	"Silver" Demo Suite	"Gold" Demo Suite	
SRS Demo Equipment Requirement	One of S, M, or L	One of M or L	
Reseller Support Requirements	**Silver**	**Gold**	
Level 1 Support	Required if purchasing from Volume Distributors	Required	
Warranty Support (RMA onsite Support)	Required	Required	
Stock Minimum Spare Parts	Required if purchasing from Volume Distributors	Required	
Business Requirements	**Silver**	**Gold**	
Business Plan	Basic	Advanced	
Channel Advisory Council	N/A	By Invitation	
Partner Events	By Invitation	Eligible	
Forecasting to Distributors	Monthly	Monthly	
Channel Strategy Session	Quarterly	Quarterly	

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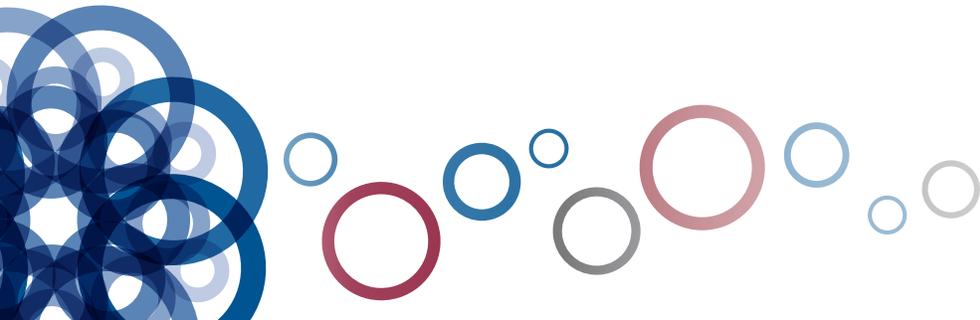
Appendix B: Demonstration Equipment Requirements

Enterprise VCS

Demonstration Equipment Requirements	EMEA		CALA	
Dual Board Set Up Using 885ix-MP and Flat Panels	Silver	Gold	Silver	Gold
SMART Board 885ix-MP	•	•	•	•
SMART Board 8084	OR 1 of 3	AND 1 of 3		1 of 3
SMART Board 8070i				
SMART Board 8055i				
SMART Podium			•	•
SMART Bridgit Server Software (runs on MS exchange)		•	•	•

Demonstration product is subject to change based on new product release and market requirements

Enterprise SRS

Demonstration Equipment Requirements	EMEA/APAC/CALA	
	Silver	Gold
SMART Room System Small	1 of S, M, or L	1 of M or L
SMART Room System Medium		
SMART Room System Large		

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Appendix C: Definition of Levels Within Technical Support

This appendix provides a guideline on definitions of levels of technical support and the basic requirements for providing support at each level.

Level I Support:

Provides basic level of support and should be able to answer 50-75% of the incoming volume by following key procedures. The level of support includes abilities and knowledge of the following:

- Is the first point of contact
- Logs of incident into a system which includes contact information, product, issue and resolution
- Has basic training on the products supported
- Can navigate SMART's online self-help system
- Understands the appropriate escalation paths within SMART
- Understands physical connections and can troubleshoot basic physical connections (power, USB, VGA)
- Understands basic setups of windows and mac operating systems (ie, regedit, plists)
- Can isolate hardware vs software issues
- Understands capturing basic information from diagnostic files
- Understands how to start and stop system services
- Basic knowledge of installation best practices for SMART products

Level II Support

Provides first point of escalation, provides guidance and instructions to Level 1 support to diagnose and resolve. Take ownership of incidents where subject matter expertise and experience is required for diagnosis. Including:

- Can add exceptions to the Windows Firewall
- Knowledge of SMART software products
- Can use command line activations
- Can repair SMART Notebook™ files
- Understands what the SMART Install Manager is used for
- Can firmware upgrade SMART Boards
- Familiar with typically used terminal commands: LS, CD, CHMOD, CHOWN, SUDO
- Worked with Anti-Virus software (Disablement, Exceptions, etc) for at least one package: Symantec, AVG, etc
- Worked with Firewall software (Disablement, Exceptions, logs, etc) for at least one package: Symantec, ZoneAlarm, etc
- Understands Flash components (IE/Firefox)
- Understands MAC System Preferences
- Windows registry - can add and make exceptions. Can export those exceptions to other machines
- Understands SyncClient.ini
- Can isolate defective parts
- Understands the outputs of the diagnostic files
- Understand command line interface commands and how they are used.
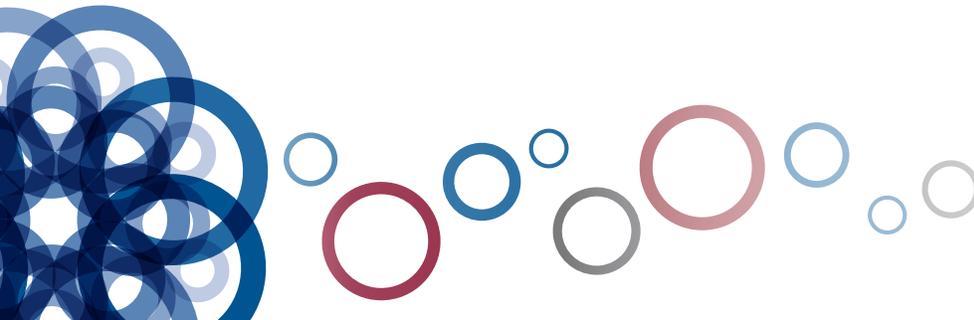
Level III Support

Provides second point of escalation, provides guidance and instruction to Level 2 support to solve issue. This individual is typically a subject matter expert. Takes ownership of incidents where subject matter expertise and experience is required for diagnosis. Including:

- Basic understanding of 3rd party integration with SMART Hardware
- Can work with VMWare
- General knowledge of Routers and Configurations
- Can use MSIEXEC for admin installs
- Understands how MSI's and MST work (GPO / MSIEXEC)
- Can upgrade firmware on supported projectors
- Can troubleshoot domains and basic network setups
- Reports issues into Level IV (product development) and acts as the liaison between development and the customer interface team.

Level IV Support

Provides final point of escalation, provides guidance and instruction to Level 3 to solve the issue. Typically this individual is an engineer or software developer. Where necessary they will build a solution to solve the issue if one does not exist. Including:

- Build new diagnostic tool to capture appropriate data to solve issue
- Build a tested and repeatable solution for the issue.
- Can develop software or develop hardware depending on the issue