Cato Distinguished Support Provider

The Cato Networks Partner Program 2022

Executive Summary

Cato enables its strategic partners to be recognized as Cato distinguished support providers (CDSPs). This accreditation will allow partners to differentiate themselves, enhance their profitability, and turn them in to subject matter experts when it comes to managing, analyzing, and troubleshooting Cato, the world's first SASE platform. The training and accreditations are free of charge. Partners will be required to meet the prerequisites, training requirements, and ongoing KPIs in order to enjoy the benefits of CDSP.

Background

Partnering with Cato is all about standing out and looking into the future, today.

Our partners around the globe enjoy a highly differentiated value proposition which enables them to address enterprise WAN edge, global, security, cloud, and mobility needs – through a single multi-tenant management interface. Managing your customers' accounts and supporting them every step of the way is a major differentiator. Looking into the future, your customers' satisfaction and dependency on your services, will be unmatched.

We expect no more than 10% of our channel ecosystem to be distinguished CDSP partners. That's truly your opportunity to stand out. CDSP partners can expect better competitive positioning, a higher renewal rate, and to be SASE leaders in their territories. All of which means more customers and enhanced profitability.

Also, CDSP partners will be prioritized in lead/deal sharing by Cato, given the level of expertise required in this program.

Why CDSP?

- Official accreditation by Cato

- Free, on-line, and, on-demand training courses

- Differentiation - Less than 10% of our partners will be CDSP accredited, globally

- Tier escalation with Cato support engineers

  - CCA – escalation to Cato's Tier-2 support engineers

- Product early availability (EA) access

- API access and support from Cato

- Lead/deal sharing priority

- Enjoy higher discounts on your 'managed services' deals*

*In accordance with Cato's 2021 partner program discounts for 'Enteprise' deals via MSPs.

Cato. Ready for Whatever's Next
Cato Distinguished Support Provider

CATO
NETWORKS

2

CDSP

Accreditation

CDSP Certified

CDSP-Certified partners are able to deliver Cato SASE tier-1 support

Certification

Cato Support Engineer – CCA

Equivalent to Cato tier-1 support engineer

Cato. Ready for Whatever's Next
Cato Distinguished Support Provider

3

CCA online course highlights

- Cato Cloud main features
- Product configuration
- Network best practices such as: DNS, QoS
- Security best practices
- Administrative services such as self-service portal and Cato status page

CDSP prerequisites

	Certified engineers		Prerequisites
	Customers	CCA	- Experienced network engineer (>4 years)
CDSP Certified	1 to 10	2	- Experience with cloud platforms & VoIP
	11 to 25	3	- Experience with troubleshooting tools
	26 to 50	4	- Availability (regional business hours)
	51 or more	5	

CDSP KPIs

- CDSP partners will be measured on their ability to minimize "false alarm" tickets. A "false alarm" is a ticket that the CDSP partner should have had the tools and the knowledge to handle independently.

- If the false alarm rate will be higher than the criteria set by Cato from time to time, the partner will have the opportunity to improve its performance over the next quarter.

- If the partner fails to improve its performance, its status and certifications might be compromised and/or it might be asked to retake the training in order to bridge the knowledge gap.

Cato. Ready for Whatever's Next
Cato Distinguished Support Provider

4

CATO
NETWORKS

How to apply?

Contact your channel account manager.
Cato's channel management team's contact
details are available on the partner portal.

CATO
NETWORKS

Cato. Ready for Whatever's Next
Cato Distinguished Support Provider

5