

Dear Customer,

Thank you for visiting our partner website. If you are here, you are likely looking to work with one of our partners. Zoho partners work independently with their clients to implement Zoho solutions for their businesses.

Here are a few things to keep in mind when working with a partner.

Where can I locate Zoho partners?

You may already be reading this at one of our sites with a partner listing. If not look for zoho.com/partners.

Why do you need Zoho Product Implementation ?

Zoho offers 45+ business applications. Every customer has unique business requirements and they might need help from a product expert or partner to help set them up successfully. Most business software needs to be adapted to specific business needs to give customers the greatest value. Zoho product implementations might include customization, product configuration, migration from existing systems to Zoho, integration with third party apps, workflow automation, custom module development, user training, and other related services.

How can a Zoho Partner help me?

Our partners can help with setting up Zoho products to suit your business process. All our partners listed here have the skills and product expertise in at least some of Zoho solutions.

How should I find and evaluate a Zoho partner?

There are a few ways in which you can find and evaluate a partner. Here are some of the characteristics listed against their entries and what they exactly mean.

● **Geographical Location:**

This tells you where a partner is located. If you need local assistance, choose a partner based on their location and availability to cater to you locally. Such partners are also typically knowledgeable about local business practices and may have the right language skills. Many Zoho partners also work remotely.

● **Product Expertise:**

This lists partner-specific product expertise. For example, a partner who has 'Project Management' as their cited product expertise will be able to help you in implementing project management tools offered by Zoho. In many cases, partners are proficient in multiple Zoho tools.

● **Top Zoho Apps:**

This entry lists the top applications sold and serviced by that partner and can give you an understanding of their experience with Zoho products.

● **Case Studies:**

Most of our partners have case studies listed in their partner profile. This will provide a deeper understanding of the partner capabilities and their approach towards implementation of Zoho products. This also serves as a customer validation of their work.

● **Customer Reviews:**

This is a great way to identify partners based on feedback from other customers. Go through the reviews and make an informed decision on choosing your partner. We would also recommend calling them and interviewing them.

How to engage with a partner?

After identifying the right partner, we recommend a few steps for a successful implementation. Staying closely involved is the way to get the most out of the relationship.

- We recommend that you first prepare a clear business requirements document and share it with the partner. This clarifies the needs of your business and what the implementation project seeks to accomplish. Our partners can also help in putting this together for you, but you must ensure that the requirements and implementation steps match your needs. This is often called an SOW (Scope of Work), or just simply a contract. Broadly, this states the business needs, the work required to implement the Zoho business solution, costs, and timelines. It may also state how unplanned actions or additional scope will be addressed as the project evolves.
- Once the SOW is in place, review it and mutually sign it to ensure the direction the implementation will take. This is also a way to avoid potential deviations or to even request for them specifically, through an addendum.
- Before commencing the project, it is important to have a clear understanding of the cost. If not completely specified, ensure that you know how it will be calculated and put together. Please note that the implementation fee is decided and managed fully by the customer and the partner and Zoho is not a party to that contract. Zoho does not play a role in implementation projects. We also do not set fees or thresholds for partners, nor do we take any cut from them. Please ensure you have an agreement or contract with the partner on the implementation cost, timelines, payment schedules, refund policy (if applicable), and other details. Zoho will not be responsible for services delivered against any such contract.
- Once the implementation is complete, we recommend that you ask for a hand-holding session by having the partner walk you through the entire implementation. This is a good time to flag any deviations from the SOW and have them fixed or adjusted right away. We highly recommend that you do this within 15 days of the project hand-over by the partner.

How can Zoho help?

Zoho will work with the partner on product-related queries or issues. Our partner teams will be able to guide partners through best practices while working on the implementation.

What if you face challenges while working with a partner?

- For concerns related to the product, you can reach out to our team at partner-support@zohocorp.com We will share your feedback with the respective product teams and seek quick resolution.
- Issues with the implementation, refund of implementation fee, non-adherence to SOW will have to be taken up directly with the partner. However, you can share your feedback in working with the partner by posting your review in the 'Customer Review' section.
- If you would like Zoho to be involved in resolving any open issues with respect to the implementation, we may be able to help. Our product experts may be able to audit what has been done and work closely with the partner to complete the implementation as per the agreed SOW. We do this on a case-by-case basis only in the best interest of the customer. Please recognize that Zoho will not take over the project implementation at this point. However, we will leverage our relationship with the partner and try and get your project completed as soon as possible.

Thank you for reading.

We hope you enjoy working with our partners.