



# Voyager Alliance Programme Guide

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# Introduction

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Welcome! The purpose of this guide is to help you successfully navigate Pax8 Voyager Alliance, our innovative partner programme.

## **Exactly what you need. Exactly when you need it.**

Pax8 Voyager Alliance is a partner programme built to fuel your success and grow with your ambitions on a scalable, strategic path. Our tiered programme unlocks curated enablement and education and enhanced levels of service tailored to your specific needs. With Pax8 Voyager Alliance, you will get support and benefits designed for every stage of your business.

# Tier overview

Pax8 Voyager Alliance is tier-based to provide you with access to specific benefits tailored to your business. The programme begins with the Alliance Member membership tier. As you grow, you become eligible for four partner tiers: Ignite, Velocity, Titan and Galactic. To understand how your tier is assigned, see [“How it Works”](#).

## Viewing your tier

You can find your initial tier by clicking on the Pax8 Voyager Alliance tab in your Partner Profile in the [Pax8 Marketplace](#), where you can also see your monthly spend.

*Only your partner admins and primary partner admins will be able to view your tier information.*

	 ALLIANCE MEMBER	 IGNITE PARTNER	 VELOCITY PARTNER	 TITAN PARTNER	 GALACTIC PARTNER
<b>Marketplace of the future</b> Access to the award-winning Pax8 Marketplace	✓	Free	Free	Free	Free
<b>Vendor NFR licences</b> Dozens of free or low-cost NFR options, with automated provisioning	✓	✓	✓	✓	✓
<b>Academy</b> Access to world-class education	On-demand	Full access	Full access	Full access	Full access
<b>Technical support</b> Industry-leading team of experts to help you solve any technical issue, big or small	✓	✓	Elevated	Elevated	Premium
<b>Account management</b> Pax8 rep assigned to you to help you grow your business, reduce risk and be efficient	Customer service	✓	✓	✓	Strategic account management
<b>Events</b> Access to world-class events and curated experiences	✓	✓	✓	✓	Premium
<b>Professional Services</b> Add extra bandwidth and expertise to your team		0% tiered pricing	10% tiered pricing	20% tiered pricing	25% tiered pricing
<b>Partner Network</b> Help shape the future of Pax8		Partner Voice	Partner Voice	Partner Advisory Council	Partner Advisory Council
<b>Payment flexibility</b> Enjoy extended terms with Pax8 (subject to credit check and payment method)			30 days	30 days	45 days

For specific details in the currency of your region, please click [here](#).

*All Alliance Members are required to pay a monthly Marketplace fee. This fee varies from region to region. For more information, please see our [pricing and currency chart](#).*

# Benefits

Unlock the full potential of Pax8 Voyager Alliance with these benefits:

## Marketplace of the future

Everyone enrolled in Pax8 Voyager Alliance has access to the Pax8 Marketplace – a revolutionary new AI-powered platform with an intuitive interface and powerful tools, including enterprise-grade solutions, Professional Services and support and AI-enabled commerce capabilities – that redefines how you manage your business and capitalise on opportunities to directly engage your customers.

You can find additional information about the benefits of the Pax8 Marketplace [here](#).

## Vendor not for resale (NFR) licences

All Alliance Members and Ignite, Velocity, Titan and Galactic Partners in Pax8 Voyager Alliance have access to not for resale (NFR) licences that allow you to gain first-hand experience and fully understand the features and benefits of certain enterprise-grade solutions before recommending them to your customers. Your access to these NFR licences allows you to test innovative solutions, making it easier for you to stay at the cutting-edge of technology. NFRs are subject to availability and to any vendor requirements or terms applicable to them.

## Pax8 Academy

Pax8 Academy is a strategic resource that helps our partners grow their business. As a part of this programme, you will gain access to our comprehensive library of educational content with Pax8 Academy on-demand.

If you are an Ignite, Velocity, Titan or Galactic Partner, you will also receive access to the full Pax8 Academy premium offering, including instructor-led learning, peer groups and Business Coaching.

Pax8 does not guarantee the availability of Pax8 Academy services. Certain Pax8 Academy services are subject to a fee and certain terms.

More information on the wide range of Pax8 Academy services on offer is available [here](#).

## Partner support

In 2025, we will be launching new tier-based support in the Voyager Alliance tailored to meet your needs, which will include Standard, Elevated and Premium levels.

### Standard support

If you are an Alliance Member or an Ignite Partner, you will have access to Standard support, which will provide you with access to certified experts 24 hours a day, Monday to Friday, all year round, to assist you with all your questions regarding the Pax8 Marketplace, billing, ordering, products and solutions.

### Elevated support

If you are a Velocity or Titan Partner, you will enjoy our Elevated support, which will offer you a priority channel with certified experts available 24/7 all year round, giving you access to help whenever you need it.

### Premium support

If you are a Galactic Partner, you will be eligible for Premium support, which will provide you with an extended, prioritised service designed to resolve your issues faster and more effectively. 24/7 and all year round, we will route your support cases to our most experienced specialists, ensuring expert-level assistance from start to finish. We want to minimise your downtime and allow you to focus on running your business while we take care of the heavy lifting.

## Account management

At Pax8, we want to help you grow your business, reduce risk and drive profitability at every tier:

<b>Alliance Members</b>	If you are an Alliance Member, from early 2025, you will have access to our Partner Success team through our online platform, to help you get a rapid response to your questions and service requests.
<b>Ignite, Velocity and Titan Partners</b>	If you are an Ignite, Velocity or Titan Partner, you will have an Account Manager assigned to you and your team to provide you with support tailored to your business needs.
<b>Galactic Partners</b>	If you are a Galactic Partner, you will be assigned a Strategic Account Management team that will provide you with senior-level expertise to help you navigate complex business opportunities and strategies. From early 2025, your Pax8 team will also include a Technical Account Manager, who will be your escalation point for support tickets, help you optimise your use of the Pax8 Marketplace, act as your point of contact with the Pax8 Professional Services team, and much more.

### Access to Pax8 events

As part of Pax8 Voyager Alliance, you will be invited to all Pax8 events. Below are some recommendations for Pax8 events, by tier, to help you elevate your business through learning, networking and growth opportunities.

#### Alliance Members

If you are an Alliance Member, we recommend our *Launch Briefings* and *Mission Briefings*, perfect for kickstarting your journey with Pax8.

#### Ignite Partners

If you are an Ignite Partner, we recommend attending a *Launch Briefing*. Discover how to elevate your cloud business with expert support and streamlined processes.

#### Velocity Partners

If you are a Velocity Partner, we recommend attending *Beyond*, our premier event that delivers powerful innovation, community and growth strategies.

#### Titan Partners

If you are a Titan Partner, in addition to all the events listed above, you will be eligible for one free pass to our premier event, *Beyond*.

#### Galactic Partners

If you are a Galactic Partner, in addition to all the events listed above, you will be eligible for three free passes to our premier event, *Beyond*.

All events are subject to availability and, unless otherwise stated above, may require payment of registration fees or ticket purchase and acceptance of and adherence to event policies. In addition, any free passes for *Beyond* for which you may be eligible are subject to your timely registration for the event.

### Pax8 Professional Services

If you are an Ignite, Velocity, Titan or Galactic Partner, Pax8 Professional Services offers you a wide range of project services designed and packaged to provide you with extra bandwidth and expertise within your team. Whether security, infrastructure, Microsoft Modern Workplace, business applications or data and AI migrations and implementations, we are here to help.

Pricing for Pax8 Professional Services is based on your tier:

<b>Ignite Partner</b> Standard price	<b>Velocity Partner</b> 10% off standard price	<b>Titan Partner</b> 20% off standard price	<b>Galactic Partner</b> 25% off standard price
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Your use of Pax8 Professional Services is subject to [terms and conditions](#).

To find out more about our Pax8 Professional Services, please visit the [website](#) or check out the free Pax8 Professional Services engagement SKU in the Pax8 Marketplace, and our team will be in touch.

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### Pax8 Partner Network

Our Pax8 Partner Network is your opportunity to influence the Pax8 roadmap. This could include invitations to respond to surveys, participating in beta testing or meeting Pax8 executives. Pax8 leverages this important network to understand the mood among partners, get partner feedback on Pax8 initiatives and implement your feedback to improve the Pax8 Marketplace experience.

#### Partner Voice

If you are an Ignite, Velocity, Titan or Galactic Partner, we invite you to share your feedback with us through surveys, focus groups and beta testing opportunities.

#### Partner Advisory Council

If you are a Titan or Galactic Partner, you will be eligible for exclusive, invitation-only opportunities to meet with Pax8 on a recurring basis to discuss current and future initiatives and influence high-level decisions that impact the Pax8 Marketplace.

# How it works

Here is how we determine your tier:

## Tier assignment – existing partners

We use your monthly spend to determine your Pax8 Voyager Alliance tier. To calculate your monthly spend, Pax8 averages your monthly subscription and arrears charges for the previous three months on a rolling basis, including the monthly amortised value of active, paid-in-full subscriptions. Here are some examples of how these charges may appear on your invoices.

### Arrears charges example:

Order/PO#	Trx Date	Billing Period	SKU	Item Description	Term	Qty	UOM	Unit Price	Total
		2020-01-09 to 2024-30-09	AAA-BBB-CCC-A100	SaaS Company 1 - Arrears charges	One-time	7,0000	Endpoint	\$5,000	\$35,000

**Explanation:** SaaS Company 1 arrears charges are calculated based on usage. The total partner cost of \$35 applies towards monthly spend.

### Monthly subscription example:

Order/PO#	Trx Date	Billing Period	SKU	Item Description	Term	Qty	UOM	Unit Price	Total
		2024-01-10 to 2024-31-10	DDD-EEE-FFF-B100	SaaS Company 2 - Apps for business	Monthly	4,000	User	\$10,000	\$40,000

**Explanation:** SaaS Company 2 monthly subscriptions renew every month. The total partner cost of \$40 applies towards monthly spend.

### Paid-in-full subscription example:

Order/PO#	Trx Date	Billing Period	SKU	Item Description	Term	Qty	UOM	Unit Price	Total
		2024-01-07 to 2025-30-06	GGG-HHH-III-C100	SaaS Company 3 - Apps for business	Annual	7,000	User	\$120,000	\$840,000

**Explanation:** SaaS Company 3 paid-in-full subscriptions are paid upfront and only appear on the invoice the month in which they renew. The total partner cost of \$840 is divided by the length of the term (12 months) and applied to all months within the billing period (\$70/month).

The partner in this scenario has a monthly spend of \$145 for the month of October. If nothing is added or cancelled in November or December, the partner’s average monthly spend will be \$145.

The monthly spend calculation for your initial tier may differ from the information set forth in the charts above. All calculations are based on internal Pax8 data and may be adjusted at Pax8’s discretion.

### What is NOT included in monthly spend?

- One-time charges
- Monthly pro-rata charges
- Sales tax and VAT
- Service credits and charges

### New partner welcome period

When you transact for the first time as a new Pax8 partner, you will enjoy an introductory welcome period, during which you will be able to explore the Pax8 Voyager Alliance programme with broad access to its benefits. This welcome period will last three months, after which you will be placed into a tier based on your monthly spend during the third month of your welcome period.

In addition, you will not be charged any Pax8 Marketplace fees or credit card surcharges during your welcome period, regardless of your monthly spend.

### Tier promotion and relegation

#### Tier promotion

Unless you are in a welcome period, at the end of each month, Pax8 will evaluate your average monthly spend over the past three months and determine your Pax8 Voyager Alliance tier on the basis of this. If your monthly spend qualifies you for a higher tier, you will be promoted to that tier on the 1st day of the following month, and we will automatically update your tier in your Pax8 Voyager Alliance dashboard.

If your new Pax8 Voyager Alliance tier entitles you to extended payment terms, you can request these by contacting your Channel Account Manager (CAM) or opening a support ticket. Requests for extended payment terms are subject to a credit check and Pax8's approval. Pax8 reserves the right to deny a request for extended payment terms or to revoke approved extended payment terms for any reason.

#### Tier relegation

Every year in March, Pax8 will review your average monthly spend over the previous three months to assess your Pax8 Voyager Alliance tier. If your average spend is below the threshold for your current tier, you will be moved to the appropriate lower tier with effect from the 1st day of the following month.

NOTE: Whilst you can be promoted to a higher tier, you can only be relegated to a lower tier once per year.

## Payment methods and payment terms

The payment methods for each region by tier are as follows:

### AMERICAS (U.S. and Canada)

	Welcome period	Alliance Member	Ignite Partner	Velocity Partner	Titan Partner	Galactic Partner
Eligible for extended payment terms	No	No	No	Yes. Net 30 if paying by direct debit (ACH/AFT) and autopay is enabled	Yes. Net 30 if paying by direct debit (ACH/AFT) and autopay is enabled	Yes. Net 45 if paying by direct debit (ACH/AFT) and autopay is enabled
Surcharge	No	No	Yes (CC payments only)	Yes (CC payments only)	Yes (CC payments only)	Yes (CC payments only)

### EMEA

	Welcome period	Alliance Member	Ignite Partner	Velocity Partner	Titan Partner	Galactic Partner
Eligible for extended payment terms	No	No	No	Yes. Net 30 if paying by direct debit (BACS) and autopay is enabled	Yes. Net 30 if paying by direct debit (BACS) and autopay is enabled	Yes. Net 45 if paying by direct debit (BACS) and autopay is enabled
Surcharge	No	No	No	No	No	No

### APAC

	Welcome period	Alliance Member	Ignite Partner	Velocity Partner	Titan Partner	Galactic Partner
Eligible for extended payment terms	No	No	No	Yes. Net 30 and autopay is enabled	Yes. Net 30 and autopay is enabled	Yes. Net 45 and autopay is enabled
Surcharge	No	No	No	No	No	No

### Credit card surcharge

If you are an Ignite, Velocity, Titan or Galactic Partner and are located in the U.S. or Canada, your credit card payments may be subject to a surcharge. The credit card surcharge fee is listed on your Pax8 invoice. If you are an Alliance Member, your credit card payments are not subject to a credit card surcharge. However, if you are an Alliance Member, you are required to pay the Pax8 Marketplace fee.

Our surcharge framework takes into account the complex rules around surcharges, including card issuer rules, federal and provincial rules in Canada and state and federal laws in the U.S. We do not apply surcharges for credit card payments in jurisdictions where surcharges for business-to-business transactions (also called merchant-to-merchant transactions) are prohibited. Certain states in the U.S. have laws prohibiting surcharges that were deemed unconstitutional and unenforceable by federal courts. Pax8 applies surcharges in those states.

If you pay by credit card, a surcharge may be added on the invoice date. If you update your payment method after an invoice has been issued, any surcharge adjustments will appear on your next invoice.

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### Payment terms

Standard payment terms are Net 10, meaning that payments must be made within 10 days of the applicable invoice date. If you are an Alliance Member or an Ignite Partner, you are not eligible for extended payment terms.

See the [tables](#) for accepted payment methods by region.

If your partner tier entitles you to extended payment terms, you may request these by contacting your CAM or opening a support ticket. Requests for extended payment terms are subject to a credit check and Pax8's approval. Pax8 reserves the right to deny a request for extended payment terms or to revoke approved extended payment terms for any reason.

If you are a Velocity, Titan or Galactic Partner and you pay by automatic payment, you may be eligible for extended payment terms as follows:

- Velocity Partner: Net 30
- Titan Partner: Net 30
- Galactic Partner: Net 45

# The small print

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Pax8 may modify Pax8 Voyager Alliance at any time by publishing a modified version of this guide on our website or any successor site or by notifying you by email. The modified guide is valid from the time at which it is published or, if Pax8 notifies you by email, as stated in the email. If you continue your membership as an Alliance Member or Ignite, Velocity, Titan or Galactic Partner following modification of Pax8 Voyager Alliance, you will be required to participate in the modified programme. It is your responsibility to open and read email notifications about programme updates and to check for updates on the Pax8 website.

All Alliance Members and Ignite, Velocity, Titan and Galactic Partners are subject to the [Pax8 Partner Terms](#). In the event of conflicts between this guide and the Pax8 Partner Terms, this guide will take precedence for the terms of Pax8 Voyager Alliance. In the event of a late payment or any other default under the Pax8 Partner Terms, Pax8 may suspend your access to some or all Pax8 Voyager Alliance benefits, including extended payment terms.

Below are some other rules that may apply to you depending on how you use the Pax8 Marketplace and what you buy from Pax8.

- **Specific product terms** As an Alliance Member or Ignite, Velocity, Titan or Galactic Partner, you are responsible for ensuring that you and your customers comply with all specific terms of use relating to Pax8 Marketplace products provided by third-party vendors. Pax8 is not party to any third-party product terms; those agreements are solely between you and the vendor.
- **Pax8 direct customer terms** If you are purchasing Pax8 Marketplace products for your own internal use, these terms apply to you. You can read them [here](#).
- **Pax8 Professional Services terms** If you purchase services supplied by Pax8, including but not limited to Pax8 Academy and Pax8 Professional Services, these terms apply to you. You can read them [here](#). Please note that separate terms may apply to support services.

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## Get involved!

To secure extended payment terms, you must submit a support ticket.

To get free Beyond passes, contact your CAM.

To get involved with Partner Voice, please register using the following links:

- [Partner Voice | North America](#)
- [Partner Voice | EMEA](#)
- [Partner Voice | APAC](#)

To get involved with the Partner Advisory Council, please contact your CAM to discuss opportunities.