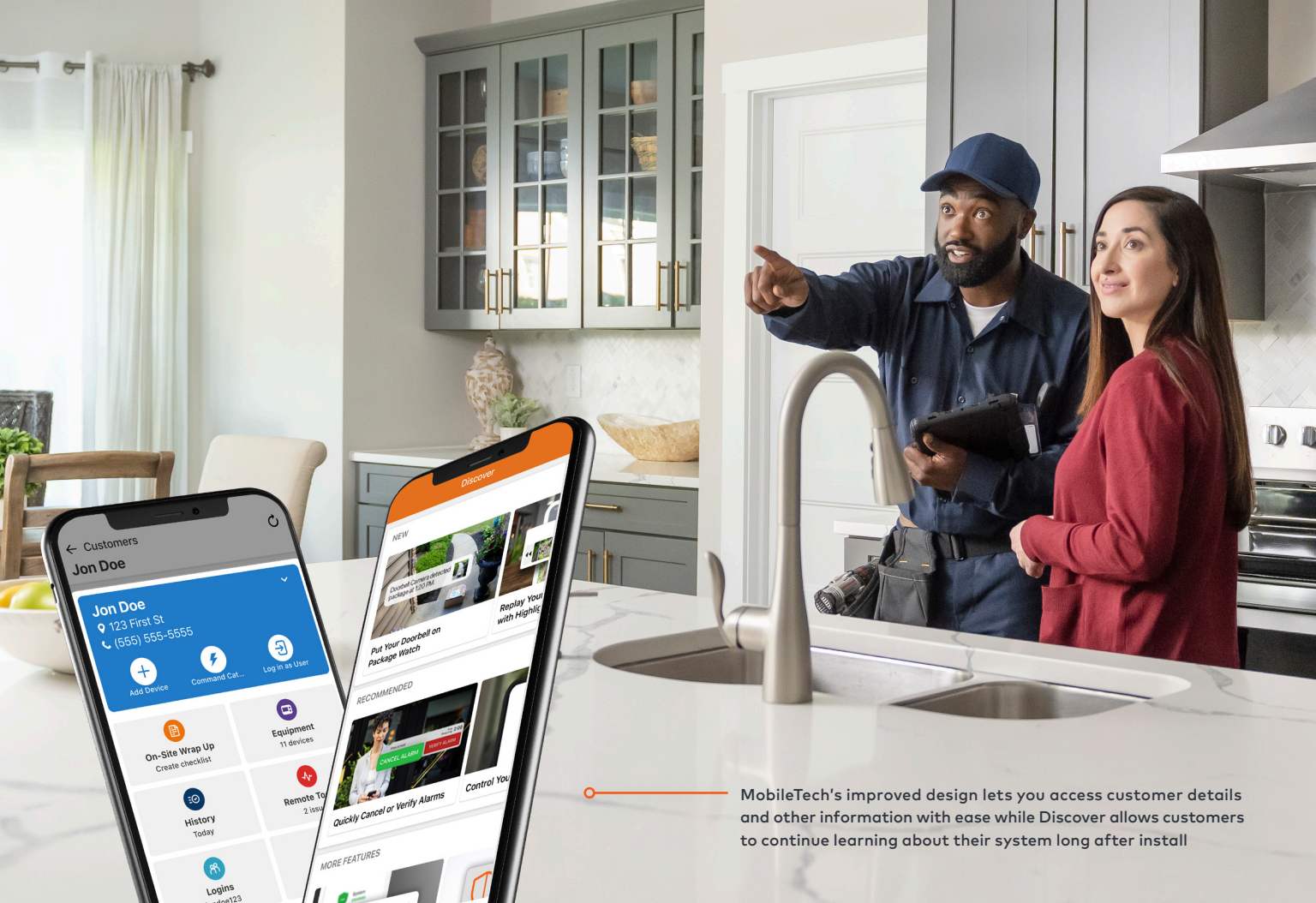




The Proven Formula for

Partner Success



MobileTech's improved design lets you access customer details and other information with ease while Discover allows customers to continue learning about their system long after install

Set up your business profile

The **Brand Page** in the Partner Portal allows you to import contacts, add your business info, and set up your company branding to ensure your business is represented across all touch points.

The **Lead Connection** program is available at Premier Partner status and brings leads directly to you. Sign up and set your daily budget—we'll take care of the rest!



The award-winning Lead Connection program helps attract more customers and grow your business.

Enroll now!

At Alarm.com, we're continuously innovating and developing new ways to streamline your operations, grow your business, and provide an exceptional customer experience.

Contact your Account Executive to take advantage of our robust offering of turnkey, award-winning partner services!

Tools for education & onboarding

Kickstart, our new onboarding program, arms you with fundamental info to successfully get started with Alarm.com.

Academy Online offers Training Path Templates of course recommendations tailored to your role.

Education Dashboard provides a hub to view tips, upcoming trainings, and track progress—a great resource for both learners and managers.

The **Knowledge Base** holds an extensive collection of helpful articles on any feature, product, and service. Use **My Binder** to bookmark important resources.

Tools for marketing

Go-To-Market in Showpad provides marketing resources for customer outreach and elevating your brand.

Marketing Dashboard lets you track campaign performance, Premiere Program progress, and marketing spend.

Customer Connections lets you promote your business and engage your customers, drive upsell opportunities, and win referrals—all with your company branding!

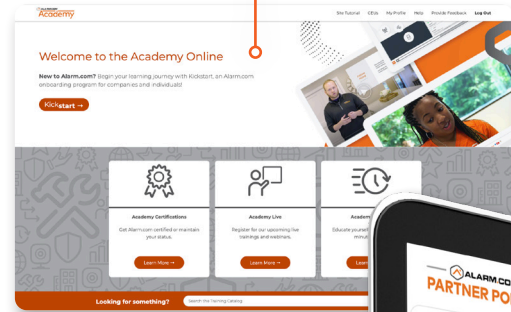
The New Sales & Marketing Portal provides a centralized hub to help boost business growth and customer engagement.

Tools for easy upselling

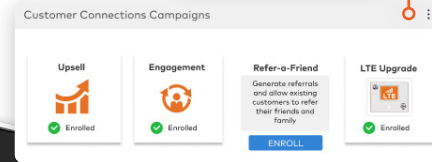
Smart Targeting for In-App Upsell gets the right products to the right customers by automatically pulling customer data such as system use and existing hardware.

Discover provides digestible, educational content to customers so they can learn about what's new and get curated recommendations to maximize their system benefits.

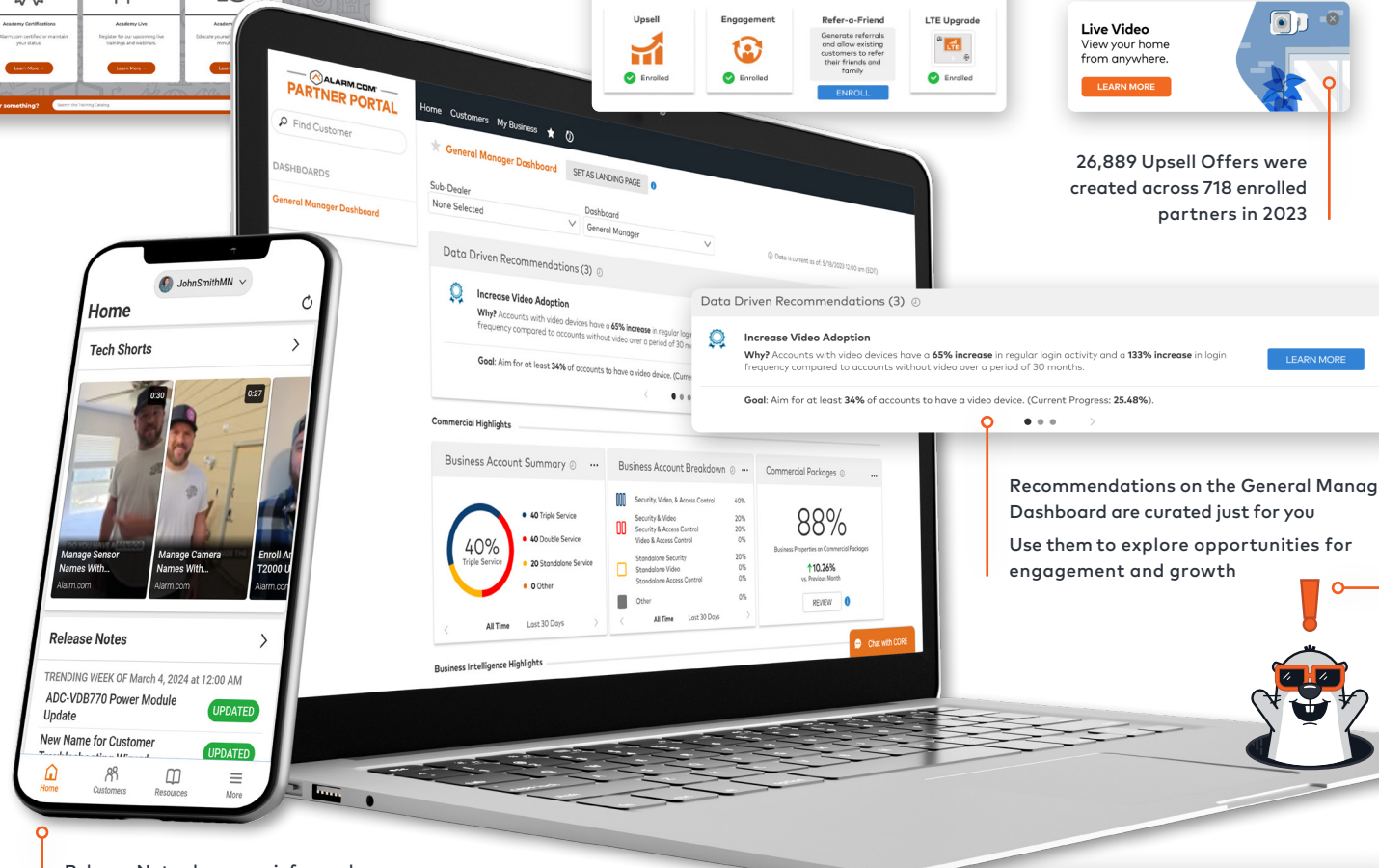
845,879 total course enrollments and 19,766 certifications earned to date



Stay connected to customers with Customer Connections campaigns—all with your company branding!



26,889 Upsell Offers were created across 718 enrolled partners in 2023



Data Driven Recommendations (3)

Increase Video Adoption
Why? Accounts with video devices have a 65% increase in regular login frequency compared to accounts without video over a period of 30 months.
Goal: Aim for at least 34% of accounts to have a video device. (Current Progress: 25.48%)

Learn More

Recommendations on the General Manager Dashboard are curated just for you. Use them to explore opportunities for engagement and growth.

Release Notes keep you informed on the latest improvements and updates

On-Site Wrap Up is our award-winning tool for techs, ensuring a step is never missed on the job

On-Site Wrap Up

WRAP UP

Completed Actions: 7

- Run System Check
- Request Normalized Wi-Fi Signal Strength
- Set Up Video Analytics Rule
- Confirm Wi-Fi Speed Test (photo in device notes)
- Arming Reminder Best Practice
- Email Verified Best Practice
- Offer Upsell for Connected Car

176 Complete Wrap Ups
10 Incomplete Wrap Ups
18 Missing Wrap Ups

186 / 304 Installations in Past Month



Web Services

Web API

Our Web API offers a variety of web services that expose a subset of functionality provided on the Partner Portal. This API uses a REST architectural style that supports JSON and XML response resources.

Webhooks

Webhooks give Service Providers access to a real-time stream of select customer events. With Webhooks, Service Providers can subscribe to be notified of updates - increasing efficiency while reducing system strain.

Webhooks save an average of 195 hours per year when it comes to creating new customers

Tools for managing

General Manager Dashboard lets you view key business metrics, optimize business operations, and receive data-driven recommendations for business growth.

Business Health Reports give a monthly snapshot of your business and insights on performance, customer stats, and success boosters.

Tools for exceptional service

MobileTech quick-access tabs and improved design lets you access customer details and other information with ease.

Tech Shorts in MobileTech is our expanding library of short videos packed with tips for install, troubleshooting, and customer management.

Service Dashboard offers a view of operations info, technician performance stats, and more.

On-Site Wrap Up ensures technicians exercise best practices and consistently deliver quality service.

Gopher Info is our new AI-powered tool that provides answers on the job. From installations to training, ask it anything!

CORE Chat Support in the Partner Portal provides access to real-time assistance to resolve problems quickly.

Level up efficiency with operational integrations

Single Sign-On lets you quickly and securely navigate between your systems.

Webhooks and APIs provide real time updates while reducing system strain. Get updates instantly such as new leads or device updates to accounts.



Partnership with Alarm.com makes it easy to provide an exceptional customer experience every step of the way, so you can drive maximum longevity and value out of every customer relationship.

At Alarm.com, your success is our success.



Scan or visit alarm.com/dealer to start using these tools and more!

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