MobileTech lets you access customer details, devices, and install and troubleshooting tools with ease, while Discover allows customers to continue learning about their system long after install.

ALARM.COM®

THE PROVEN FORMULA FOR

Partner Success

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!

Set Up Your Business Profile

The **Brand Page** in the Partner Portal lets you import contacts, add your business info, and set up your branding.

The **Lead Connection Program** is available when you participate in the Premier Partner Program. Sign up and set your daily budget–we'll take care of the rest!

QUEST FOR QUALITY — CEPro — 2023 AWARDS

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

Enroll now!

Partnering 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!

Tools for education & onboarding

Academy Training Paths offer Training Path Templates of course recommendations tailored to your role–access them in Academy Online!

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

Customer Tutorial Videos empower your customers with quick and easy-to-follow videos to maximize their system's features.

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

The **Sales & Marketing Portal** is a centralized marketing hub to boost business and customer engagement. Access co-brandable materials and resources to elevate any marketing effort.

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!

Tools for easy upselling

Smart Targeting for In-App Upsell Smart Targeting for In-App Upsell gets the right products to the right customers by using an advanced Machine Learning model to build the ideal audience for each individual offer based on account data such as system use and existing devices.
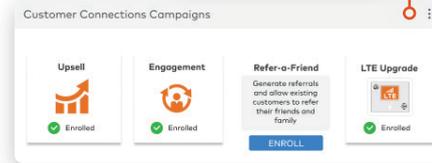
Discover provides digestible, educational content to customers in the mobile app so they can learn about what's new and get curated recommendations to maximize their system benefits.
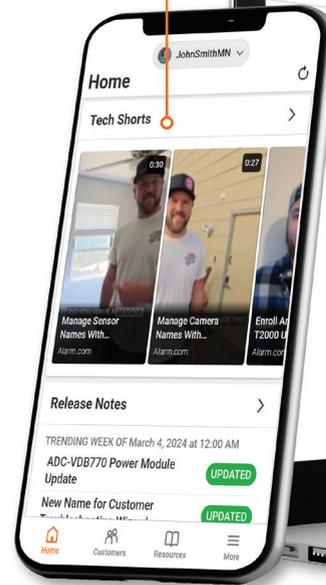
Tools for managing

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

Business Health Reports give a monthly business snapshot and insights on performance, customers, and success boosters.

Tools for exceptional service

MobileTech centralizes all the tech-essential tools. View customer accounts, send device commands, and access Tech Shorts, Gopher Info, and CORE Support all in one place.

Tech Shorts provide tips and tricks through short videos, ranging from installs and troubleshooting, to customer management.

On-Site Wrap Up ensures technicians exercise best practices and consistently deliver quality service without missing a step–enable iOS Live Activities for extra convenience.

Gopher Info is our AI-powered assistant that provides fast answers on the job. From installs and account configuration to requesting live support, ask it anything—download the Ask Gopher Widget so Gopher's only a tap away.

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

Partner empowerment

Revenue Retention Services is a new data-driven service designed to help reduce attrition and retain revenue. Get alerted when customers are likely to move, and access automated outreach tools to target and retain them. Plus, win new business from incoming homeowners. Enroll in the Partner Portal!

The **Value Estimator and Synthesis Tool (VEST)** helps you understand and maximize your customer account value. By providing a VESTValue™, a data-driven representation of your customer account lifetime value, you can see how improving satisfaction and adoptions leads to improved revenue and account lifespans.

1,144,696 total course enrollments and 29,506 certifications earned to date.

Stay connected to customers with Customer Connections campaigns —all with your company branding!
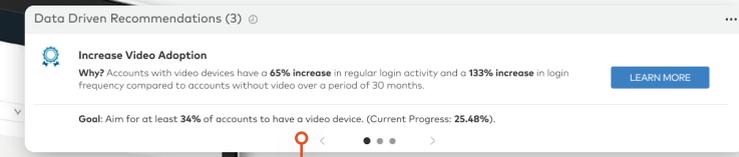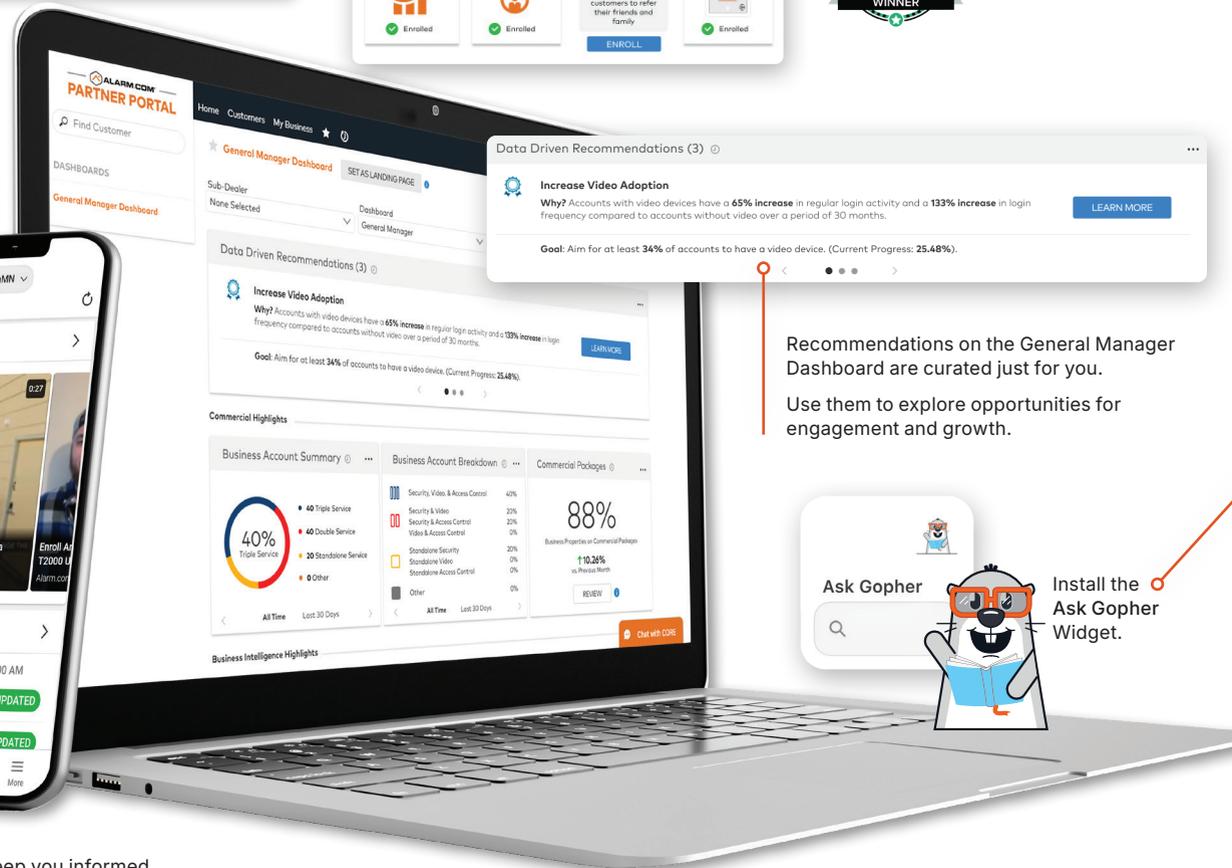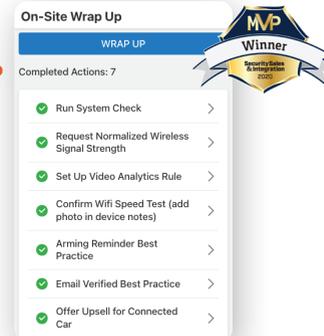
Watch short videos from Alarm.com experts that cover tips and tricks on installs, app configurations, account management, and more.

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

Install the Ask Gopher Widget.

Release Notes keep you informed on the latest improvements and updates.

iOS Live Activity for On-Site Wrap Up is our award-winning tool for techs, ensuring a step is never missed.

Get alerted when someone is likely to move and proactively engage them with outreach tools.

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