



# ICT Partner Program Handbook

For integration partners in Australia and New Zealand

## Purpose of the ICT Partner Program

The ICT Partner Program is built on the foundation of shared success, supporting partner growth, and recognising the dedication of partners who champion ICT products and services.

### Your Success, Rewarded

The program recognises integration partner success by providing a range of exclusive benefits and rewards for partners in Australia and New Zealand. These tier specific incentives are designed to help partners grow their business success, and strengthen their ongoing commitment to ICT.



WHEN PARTNERS CHOOSE  
ICT, THEY GAIN ACCESS  
TO UNMATCHED SUPPORT,  
INNOVATIVE SOLUTIONS, AND  
OPPORTUNITIES TO ELEVATE  
THEIR BUSINESS. TOGETHER,  
WE CAN EMPOWER GROWTH,  
UNLOCK POTENTIAL, AND  
CREATE A FUTURE BUILT  
ON **SHARED** **SUCCESS.**



## Partner Program Tiers

**There are four tiers. The different tiers are based on:**

- > Annual spend on ICT products and services within the calendar year
- > Maintaining a minimum of two certified Level 1 Protege GX installers in direct employment

ICT encourages partners to uphold the highest standards in selling, installing, and implementing ICT products. As such, in addition to meeting sales targets, all ICT Partner Program accounts are required to maintain the employment of two certified Level 1 Protege GX installers at all times. This training ensures proper installation, enhances technical expertise, and improves customer satisfaction, ultimately driving long-term business success and enabling installation partners to consistently deliver high quality results.

# Partner Program Benefits

By qualifying for the ICT Partner Program, members gain access to a wealth of benefits and rewards designed to drive business success. These benefits enhance the value of the partnership and support ICT integrators to excel. Partner Program tier placement determines the specific benefits received, with greater rewards and exclusive privileges unlocked as they progress to higher tiers.

## All partners will have exclusive access to the following:



### **Purchasing of Protege GX:**

Partners are authorized to purchase and install Protege GX, ICT's flagship enterprise security system. This creates a high standard and level of trust in Protege GX installations.



### **\*Standard technical support of Protege GX:**

Access to Protege GX firmware and technical support for Protege GX sites is only available to certified Protege GX technicians who are employed by a company who is part of the ICT Partner Program.



**\*\*Early access:** Partners may be invited to participate in exclusive beta testing programs, offering integrators the chance to stay at the forefront of upcoming products and features while providing valuable feedback for further development.



### **Extended DIN Products**

**warranty:** Partners receive an extended 5 year warranty on the purchase of all ICT DIN Rail hardware products, provided that they maintain ICT Partner Program membership for the 5 year period.



### **Quarterly sales account review:**

Partners receive a quarterly tailored account review to see how they are tracking with their dedicated Regional Sales Manager.



### **Promotional activities:**

Partners gain access to exclusive promotional opportunities designed to elevate partner business'.



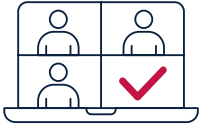
**ICT exclusive dealer events invitations:** Partners will receive invitations to annual dealer appreciation networking events held in Australia and New Zealand. These exclusive events provide an opportunity to connect with industry peers, connect with the wider ICT team, and celebrate partner success with recognition and rewards achievements from the year.

\*For products that have an Annual Care Plan (ACP), support and extended warranties for these products will only be provided should the ACP be up to date and valid.

\*\*Invitation only

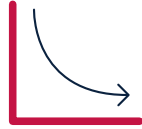
# Tier Dependent Benefits:

Access to the following exclusive benefits will depend on the partner's tier placement:



## **\*Priority technical support:**

Access to ICT's senior technical support team. Email inquiries, support tickets, and voicemails are given top priority, ensuring faster and more efficient resolutions.



**Discounting structures:** Access to exclusive discounting structures tailored to membership tier level. Advancing to higher tiers unlocks eligibility for increased discount rates.



**Merchandise:** Exclusive access to a collection of ICT branded merchandise for promotional purposes.



## **\*\*Customer Advisory Board:**

Select Gold and Platinum Partners may be invited to join the ICT Customer Advisory Board (CAB). As co-creators in key strategic programs, they will help shape key initiatives impacting customers across service, product, and manufacturing.



## **Co-branded opportunities:**

Opportunities which could involve co-branded PowerPoint presentations, potential for case studies, collaborative LinkedIn posts, co-branded articles featuring integrators, and features in ICT publications.



## **\*\*\*Certified Protege GX Installer (Level 1) Training Vouchers:**

Limited vouchers for the Certified Protege GX Installer (Level 1) Training. This training equips technicians with essential skills, supports professional growth, builds confidence in complex projects, and enhances client customer satisfaction.



**Regional leadership team:** An exclusive opportunity to sit down with the ICT regional leadership team to share your insights, discuss your business goals, and gain valuable advice directly from industry leaders. A chance to influence future strategies, and ensure your voice is heard at the highest level.



**Participation in installer of the month awards:** Each month, ICT will select an integrator from qualifying members in Australia and New Zealand. The winner will receive acknowledgement and gain exciting opportunities, which could include co-branded campaigns, a feature on ICT's LinkedIn page, and potential publication features.

## **Integrators will be considered on the following criteria:**

- > Championing the ICT brand and representing ICT's values
- > Consistently delivering high-quality installations that meet ICT's standards of excellence
- > Demonstrating significant growth, showcasing an expanding commitment to ICT's products and services

\*For products that have an Annual Care Plan (ACP), support and extended warranties for these products will only be provided should the ACP be up to date and valid.

\*\*Invitation only

\*\*\*Vouchers are valid for the Certified Protege GX Installer (Level 1) Training, not including the demo kit. Valid for either facilitated (face-to-face), or online training. Partners who choose to attend facilitated training must travel to the course location at their own expense. Training vouchers do not accumulate when Partners advance tiers within the same calendar year. For example, advancing from Silver to Gold unlocks 1 additional training voucher, not an extra 3.

# Annual Tier Overview

		Bronze Partner	Silver Partner	Gold Partner	Platinum Partner
	Discount	Contact your local ICT Regional Sales Manager			
<b>Marketing &amp; Sales</b>	Co-branded Marketing Opportunities			✓	✓
	Participation In Installer of the Month Award		✓	✓	✓
	Invitation to Annual Customer Event	✓	✓	✓	✓
	Quarterly Sales Account Reviews	✓	✓	✓	✓
	Regional Leadership Dinner (Annual)				✓
	Promotional Merchandise			✓	✓
<b>Support</b>	*Technical Support	✓	✓	✓	✓
	*Priority Technical Support				✓
<b>Product</b>	Purchasing of Protege GX	✓	✓	✓	✓
	5-year Extended DIN Products Warranty	✓	✓	✓	✓
	Exclusive Promotional Offers	✓	✓	✓	✓
	**Early Access	✓	✓	✓	✓
<b>Training</b>	***Protege GX Training Vouchers		2	3	4
<b>Strategic Partnership</b>	**Customer Advisory Board			✓	✓

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## Entry requirements

	Bronze Partner	Silver Partner	Gold Partner	Platinum Partner
Annual Spend <b>The minimum spend requirements for each tier are in the integrator's local currency.</b>	Contact your local ICT Regional Sales Manager			
Minimum Number Protege GX Certified Technicians	2	2	2	2

# Eligibility Criteria

## New Partners

All new integrators will be enrolled in the ICT Partner Program after successfully completing the Protege GX onboarding process and fulfilling the prerequisite of having two current certified Level 1 Protege GX installers in direct employment.

## Existing Partners

To maintain ICT Partner Program membership, all integrators must:

- > Meet the annual spend on ICT products and services within the calendar year
- > Maintain a minimum of two certified Level 1 Protege GX installers in direct employment

## Ineligible Partner

At the time of the membership review, if a partner fails to meet the prerequisites, the integrator will lose eligibility for the ICT Partner Program and be removed, making them no longer entitled to the program's benefits. At a minimum, a partner wanting to rejoin the Partner Program under these circumstances must meet all the following criteria before they can rejoin the program:

- > Meet the annual spend on ICT products and services within the calendar year
- > Maintain a minimum of two certified Level 1 Protege GX installers in direct employment

# Program Reviews

Throughout the year, ICT Regional Sales Managers (RSMs) will maintain regular communication with partners to evaluate current accounts and progress. At a minimum, partners will participate in quarterly sales reviews with their allocated ICT RSM.

## Tier Advancements

Partners who achieve the minimum annual spend required for the next tier during the calendar year, and remain in good standing, will be upgraded to the higher tier within 60 days

## Annual Reviews

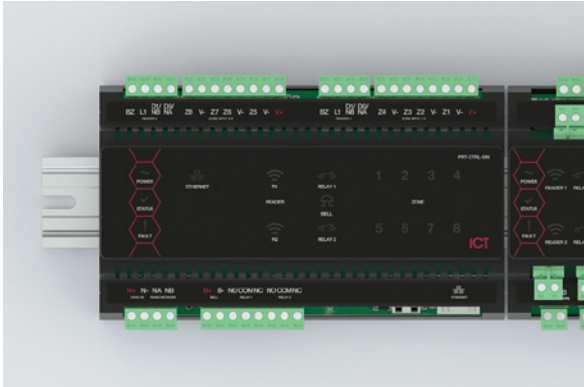
Partner Program tiers are assessed annually, with reviews conducted at the end of each calendar year to determine if partners remain in their current tier or move to a new tier, effective February 1. Tier status is contingent on meeting program requirements and maintaining good standing with ICT.



## Program Rules and Policies

The ICT Partner Program Terms and Conditions can be found [here](#). For any specific questions, please reach out to your local Regional Sales Manager for assistance or share your feedback about the program [here](#) by leaving us a comment.

# Why Choose to Grow With ICT?



## Solutions That Make Security Easy

We know how complicated security can seem, and we've made it our mission to simplify it. Ease of use is at the core of our product design philosophy. From the intuitive simplicity of our modular DIN Rail controllers and hardware to the intuitive calendar and floor plan features that empower users with effortless management, we make sure our solutions feel practical and approachable for professionals and users alike.

## Support That Has Your Back

When you partner with ICT, you have more than a supplier; you have a team that's in your corner. We provide continuous technical assistance and clear communication to ensure you're never left in the dark.

Whether you're installing a complex system or helping a client understand a feature, our support ensures you can approach every task with confidence.



## Open Technology For Limitless Possibilities

Flexibility is essential in today's rapidly evolving world of security. We believe in open technology that adapts to you, not the other way around. Our systems are designed to give you the freedom to integrate, innovate, and expand without limits.

Whether you're integrating with third-party systems or building completely new solutions to meet dynamic client needs, our custom tools and open architecture mean that your options are never restricted. It's flexibility that empowers you to go further and achieve more.

# FAQs

## **What is the purpose of the Partner Program?**

- > The ICT Partner Program celebrates shared success by supporting partner growth and rewarding dedication to ICT products and services.

## **Who can I contact for assistance if I'm unsure about my tier?**

- > For any specific questions, please reach out to your local Regional Sales Manager for assistance.

## **Can I promote my participation in the program?**

- > We encourage all partners to proudly showcase their involvement in the ICT Partner Program. To support this, they will be provided with an exclusive tier-level badge to feature on their websites. This badge symbolizes commitment to certification, training, and a trusted, high level partnership with ICT.

## **How do I provide feedback about the program?**

- > We value your input and want to hear your thoughts on the program and its benefits. Feel free to share your feedback and opinions with us by leaving a comment [here](#). Your insights help us improve and better serve your success!

## **What training or certifications are required for the program?**

- > Certification in Level 1 Protege GX installation is a mandatory requirement into the ICT Partner Program. Integrators in the program must maintain a minimum of two current Level 1 Protege GX certified technicians in direct employment at all times.



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