

Partners

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Become a KoalaBrain Partner & Reseller

- KoalaBrain partners sell their own support services alongside the KoalaBrain software
- **It is the resellers responsibility to charge any taxes and fees required at the time of sale for their locality**
- Partner accounts are able to access other approved accounts to assist in configuration and supply their support contact details to the consumer via the KoalaBrain online web portal
- We strongly recommend partners provide on-site and remote support to their customers to ensure they have the best experience possible
- **Eligible partners can purchase KoalaBrain Licenses in packs of 10 for resale at a heavy discount**
- **Partners reselling our product should aim to sell our product at a reasonable price to their customers, reflecting the conditions of their local market - or roughly equivalent to the exchange rate price listed for consumer KoalaBrain pricing**
- **All partners must agree and adhere to our [Legal and Partner Agreements](#)**
- To find out more, or find out if you qualify, let us know a bit about your business and clients, and what you do for them at hello@koalabrain.com

Further Information

Check out the KoalaBrain Online chapter in the User Manual for more information on general usage of the platform.

Marketing Resources

- Download our marketing resources package for logos and product images which can be integrated into your own website and marketing materials, or act as a starting point for your own ideas and support packages

[Download Marketing Resources Here](#)

Case Study - Reselling KoalaBrain Software

Introduction / Summary

ACME Phone and Computer Store wishes to start supplying their business customers with Point of Sales solutions. They wish to supply their refurbished computers as tills to their customers with the KoalaBrain Point of Sales software, as well as recycling their refurbished monitors for use as digital signage. ACME will then charge customers for ongoing support for the Point of Sales solutions they provide.

Objectives

- ACME wishes to begin reselling KoalaBrain software
 - They would like to pay less for their licenses to increase their profit on resale
- ACME wishes for their brand to be present in the resold product
 - They can then become the first point of contact for any customer issues, increasing their billable support hours
- ACME must comply with all local tax and regulation

Action Taken

- License Resale
 - ACME signs up for KoalaBrain Online, and tests the solution using free trial licenses
 - Seeing that the system is right for them, ACME contacts KoalaBrain and is granted Partner Status
 - ACME can now purchase licenses at a discount, and/or in bulk for resale to their customers in their local currency

- ACME issues its own invoices and takes payment from the customer including any required taxes, keeping the profit from the resale of the license
- Partnering with customers
 - ACME's customers who have existing KoalaBrain Online accounts can request that ACME become their account partner by inviting them from the Account Details screen
 - ACME can also supply a link to their own branded customer sign up form. Customers who create a KoalaBrain Online account using a branded form will automatically create a partner request for ACME
 - ACME approves the partner request from the Partner Records screen and completes the process
- Whitelabel / Branding
 - 'Whitelabelling' is the process of applying your brand to our service
 - ACME uploads their logo and enters their support contact details into the Whitelabel screen in KoalaBrain Online
 - Their logo and details now appear in the KoalaBrain Online interface for their customers who have added their account as a partner
 - A unique link is supplied so that they ACME provide a whitelabelled / branded experience to prospective customers
 - The KoalaBrain desktop software is also branded installation. ACME's brand now appears on their customers desktops whenever KoalaBrain runs
- Partner Package Calculator
 - ACME creates a Package Calculator and supplies this link to customers so that they can see the costs involved in purchasing a Point of Sales System from ACME
 - ACME includes their resale price for the license, as well as hardware and support prices
 - This allows the customer to see the price involved for the number of tills, support hours, etc, supplied by ACME in a branded experience
- Partner Resources
 - ACME downloads the partner resources, and adds KoalaBrain's logos to his website to show they are a reseller of the product
 - ACME adds their company details to our templates to supply their own KoalaBrain promotional materials
- Offering Support
 - ACME decided to use KoalaBrain in their own retail store to ensure their ongoing familiarity with the product.

- This allows them to quickly assist their customers, while they also receive the benefits of using a KoalaBrain retail system to manage their business

Results / Observations

- ACME now collects resale profits for providing KoalaBrain solutions to their customers
- The ACME brand now appears inside the desktop and online KoalaBrain applications, cementing their stance as the supplier of IT support and embedding them in their customers business
- ACME is able to re-purpose their refurbished IT hardware for use as affordable Point of Sales solutions

KoalaBrain Online Partner Features

- This document describes the KoalaBrain Online functions available under the 'Partners' subheading in the main menu after logging in.
- [These features are only visible to approved Partners - see here for information on gaining Partner status](#)

Partner Records

- View users who have added you as their Partner, and approve new requests

Whitelabel

- 'Whitelabelling' allows you to add your own branding to the KoalaBrain user experience
- Apply your own branding to KoalaBrain Online, which will be visible to all users who have added you as their Partner
- Generate a unique URL which will apply your branding to any links sent to your customers
- [The KoalaBrain desktop software can also be whitelabelled and set up to display your logo and support info](#)

Partner Voucher

- On request, partner vouchers can be issued. These will provide a fixed discount to all licenses regardless of quantity, duration, and client count.
- These vouchers can be used to purchase licenses for internal use, or larger deployments by IT departments.

Resale Checkout / 10 Pack

- Purchase 10 licenses at a discount for resale to your customers
- These are 12 month licenses, for 3 connected terminals per deployment

- After purchase, licenses from the 10 pack can be assigned to users who have added you as their partner

Package Calculators

- Create your own KoalaBrain packages incorporating your own products and support services, and supply a link to your customers so they can tailor the quantity of each and receive a price quote.

Resources

- Links to the KoalaBrain documentation and resources for partners (which this page is part of)

IT Departments & Partnerships

- IT departments who do not wish to sell the software, but acquire discounted licenses and manage other users' accounts can also apply for Partner account status
- On request, partner vouchers can be issued. These will provide a fixed discount to all licenses regardless of quantity, duration, and client count.
- If you are an organisation looking to deploy larger numbers of terminals, contact hello@koalabrain.com to inquire about partner status and vouchers
- These vouchers can be used to purchase licenses or your organisation at a discount, for internal use only.