



VATES

Open Infrastructure made simple

About Vates



- Vates, **established in 2012**, is a leading **Open Source** provider of **Virtualization Software**.
- A strong **international team** that is rapidly growing with a **global customer base**.
- Our **philosophy** is straightforward: technology should not be a hindrance, rather it should be a tool that allows you to **focus on what truly matters** for your business.
- **Vates VMS** (Virtualization Management Stack): a comprehensive, user-friendly, and affordable **virtualization solution** that **meets the real needs** of businesses in managing their IT infrastructures.
- We offer **world-class support**, available across all **24 time zones**.



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MANAGED SERVICE PROVIDER
&
SOFTWARE RESELLER
2025 PARTNER PROGRAM

Vates Partner Types

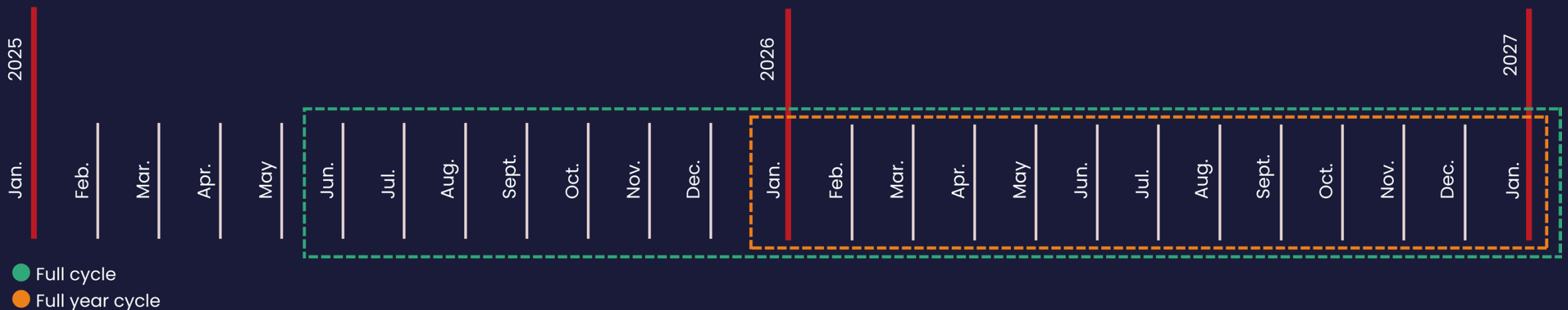


- **MSPs & Resellers** – Will **primarily purchase products for their Customers**, with services issued in the Customer's name. Formally **enrolled** in the Partner Program, can participate in a **generous tiered discount** program, in exchange for meeting some **minimum requirements**.
- **CSPs** – Will **purchase products for their own infrastructure**, but use that infrastructure to resell Virtual Machines to their customers.
- **Order Takers** – Can **process orders for customers at full price**, without a minimum sales obligation. However, they do not qualify for the benefits and incentives associated with the Partner Program.

Cycles



- **Full Cycle** – A period covering **one full calendar year**, in addition to the **remaining months of the current year** during which the Partner joined the Program.
 - **Example:** if a Partner joins the Partner Program in June 2025 the Program Full Cycle will start in June 2025 and will end in January 2027, having a total of **18 months** : 6 months between June 2025 -> January 2026, plus 12 months between January 2026 -> January 2027.
- **Full Year Cycle** – The full year that is included in the current Full Cycle.
 - In the **example** above, the Full Year will be January 2026 -> January 2027.



Revenue & Sales



- **Revenue** – Determined by the **total value of the customer order**, before any discounts are applied.
 - Example: a \$1000 order will generate 100 points even if the discount is 30% and the Partner will pay \$700.
- **Customer Sale** – Any **new order, renewal** or **upgrade** placed for use at **your customers**.
 - Upgrades are eligible if made at least three months after the previous order or renewal.
 - Orders placed for Partners' Internal Use License (IUL/NFR) are not eligible as Customer Sales.

Minimum Requirements



- The minimum requirement to become an MSP Partner or Reseller is to achieve a minimum of **two customer sales in the full year during their current cycle**. There are **no other requirements**, such as a specific revenue amount, etc.
- Vates will do its best to **support you into reaching the minimum requirements** by providing complimentary Sales Training, webinars and work with you to build a successful partnership.
- If the Partner fails to meet the minimum requirements, their account will be downgraded to Order Taker status at the end of the current cycle. **Being downgraded will not affect your ability to place new orders or renew existing ones**; it will only result in the removal of your discounts until the minimum requirements are met again. Vates will never cancel any of your subscription or terminate your Partner Account without your agreement.
- Order Takers who have not yet attained Partner status can request an upgrade to Partner status at any time.

Vates ARC



Tier System where benefits are determined by:

- **Actions**
- **Revenue**
- **Certification & Training**

Partners can ascend to higher Tiers through a **Points System**, to ensure they are appropriately rewarded.

Points are **awarded** to Partners **through ARC**.

Vates ARC



Actions

- New Setups
- Upgrades
- Migrations
- Infrastructure Reviews
- Troubleshooting
 - Storage
 - Backups
 - Networking

Revenue

Each tier has a specific revenue threshold. Once the Partner surpasses that threshold, they will be upgraded to the next tier.

Certification & Training

Each certification attained will add points to the partner's account, which will help them get upgraded faster.

MSPs & Resellers Examples



MSPs & Resellers can ascend to higher Tiers in a variety of ways. For example, a Partner could go from Tier1 to Tier2 as shown below.

10 K in Sales

The Partner focuses on **Sales**, with less emphasis on the technical aspect.

OR

5 K in Sales + New Setups + Upgrades + Certification

The Partner has a **strong technical background** with relatively less emphasis on Sales.

MSPs & Resellers Program Tiers



	OrderTaker	Tier 1	Tier 2	Tier 3	Tier 4
Expected Revenue per Full Year	0	< 10 K (< 1,000 points)	< 50 K (< 5,000 points)	< 100 K (< 10,000 points)	> 100 K (> 10,000 points)
Minimum Customer Sales per Full Year	0	2	2	2	2
Discount Rate	0%	20%	30%	40%	50%
Access to <u>Vates Partner Portal</u>	✓	✓	✓	✓	✓
Complimentary <u>Trial/PoC Licenses</u>	✓	✓	✓	✓	✓
Presence in <u>Vates Partner Locator</u>	✓	✓	✓	✓	✓
<u>Monthly Installments for High-Value Orders</u>	✗	✓	✓	✓	✓
Complimentary <u>Sales Training</u>	✓	✓	✓	✓	✓
Discounted <u>Internal Use Licenses (NFR)</u>	0%	+3%	+5%	+7%	+10%
<u>Volume Licensing</u>	✗	✗	✗	✓	✓

Actions



New Setups	Hosts	Points
	< 5 Hosts	50 (fixed value)
	> 5 Hosts	5 Points / Host (+50 Points)

Upgrades	Hosts	Points
	1	5

Troubleshooting	Hours	Points
	1	10

Infrastructure Review	Pools	Points
	1	10

Migrations	Source	Points per VM
	XenServer	1
	VMWare	5
	Hyper-V	5
	KVM	5
	OracleVM	5
	Others	5

Certification	Individuals	Points
	1	250

Partner Portal



The Partner Portal serves as a powerful tool for our MSP Partners, enabling them to:

- Add and hold **Customers** (Deal Blocking)
- Generate **Quotes**
- **Order** new Products
- **Renew** existing Products
- Order **Internal Use Licenses**
- Order **Trial Licenses**
- Apply for **Point Redemptions**
- Review and retrieve all **Invoices** and **Documents**
- Access our **Marketing Center**
- Monitor their present **Status** and see **Statistics**
- Reach out to our **Support** Team

Terminology



- **Partner Locator** – Vates showcases all MSP Partners on our public website, enabling potential Customers to identify their local Partner.
- **Monthly installments** – Partners have the option of splitting high-value orders in multiple monthly installments. This feature is available and negotiated on a per-deal selection, based on the order value and period.
- **Sales Training** – All Partners can benefit on our **complimentary, two-hours Sales Training course**. Tier3 and Tier4 Partners are requested to attend this two-hour course in order to be upgraded.
- **Trial & Proof of Concept (PoC) Licenses** – Issued at no cost to all Partners, for a period of 30 days. Can be extended to 90 days, upon request. For periods longer than 90 days you will be asked to provide more information about the project you are working on.
- **Internal Use Licenses (IUL/NFR)** – MSP Partners can leverage their entitled discount levels when utilizing the Vates Management Stack for their own internal use. MSP Partners are eligible for discounted Internal Use Licenses (IUL) only after they have met the minimum requirements. Any IUL licenses ordered prior to achieving the minimum requirements will be at the regular price.
- **Volume Licensing** – MSP Partners in Tier3 and Tier4 can enjoy significant discounts on orders encompassing **more than 100 Hosts**.

How to become a Vates Partner



- Step 1** ————— Create an [Vates Account](#)
- Step 2** ————— Fill your [Vates Profile](#) section
- Step 3** ————— Fill the [Partner Application Form](#)
- Step 4** ————— Someone from our team will reach out to you
- Step 5** ————— Welcome!



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VMS BUNDLES



MOST POPULAR

ESSENTIAL

3 hosts max

\$ 2000/year

For **small** infrastructure with standard needs.

- 📌 **maximum** 3 hosts
- 🗨️ 6 tickets/year
- 📅 Business day support
- 🔄 **24h** response time (critical issue)

ESSENTIAL +

3 hosts max

\$ 4000/year

For **small** infrastructure with high level requirements.

- 📌 **maximum** 3 hosts
- 🗨️ **Unlimited** tickets/year
- 📅 Business day support
- 🔄 **24h** response time (critical issue)
- 🌟 Complete feature access

PRO

3 hosts min

\$ 1000/host/year

For **medium & large** infrastructure with balanced needs.

- 📌 **minimum** 3 hosts
- 🗨️ **Unlimited** tickets/year
- 📅 Business day support
- 🔄 **24h** response time (critical issue)

ENTERPRISE

4 hosts min

\$ 1800/host/year

For **medium & large** infrastructure with critical operations.

- 📌 **minimum** 4 hosts
- 🗨️ **Unlimited** tickets/year
- 📅 24/7 support
- 🔄 **1h** response time (critical issue)
- ⬇️ Setup/Upgrade assistance
- 🌟 Complete feature access

Comparing Legacy vs Bundles



We are comparing a minimal infrastructure with 3 nodes and the most affordable products.

Legacy product pricing

- XCP-ng Standard: \$600 x 3 hosts = \$1,800
- Xen Orchestra Starter: \$910

Legacy Total: **\$2,710** / year

New product bundles

- Essential: **\$2,000** / year

In this example our new Bundles are **35% more affordable** compared with the Legacy offer.

Share your feedback



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