



CDM offers a full suite of product and service options leveraging the ChannelConnect Reporting Partner Portal helping customers manage their Reporting Partners, which include VARs, VADs, Resellers and Distributors.

Active Reporting Partner Management

Professional Services

Partner Onboarding

Work with reporting partners, in conjunction with our customers, to submit channel POS and inventory data using our ChannelConnect portal Software products

- Program Documentation
- Email and Phone Support
- Dedicated Customer Advocate
- Weekly Reporting Partner On-boarding Status
- File Submission Reporting, Submission Schedule
- Reporting Partner Performance Scorecards
- Defined Problem Escalation Process
- Customer Support Portal (Zendesk)

Project Management

Proactively manages the project from implementation through production – subject to Model N Statement of Work

- Dedicated Project Manager Lead
- Weekly Project Status Report
- Defined Problem Escalation Process

Business Data Analyst

Proactively manages the reporting and analysis of data through implementation; proactively researches and reviews weekly – subject to CI Statement of Work

- Weekly Activity and Resolution Report
- Defined Problem Escalation Process

Exception Handling

Proactively manages data anomalies found in Reporting Partner data submissions – subject to Model N Statement of Work

- Weekly Activity and resolution report
- Defined Problem Escalation Process

Dedicated Customer Advocate

Manages customer-defined implementation tasks; proactively tasked with activities weekly – subject to Model N Statement of Work

- Weekly Implementation Activity Reports
- Defined Problem Escalation Process

Language Support

English with other languages subject to scoping requirements and needs

- European, Arabic/Hebrew & CJK (Chinese, Japanese and Korean)
- Partner On-boarding Document Support
- Multi-lingual support for Partner phone / emails

Software Products

ChannelConnect

Reporting Partner Data Submission Portal methods

- DataConnect (17 ERP & Accounting Systems)
- EDIConnect (GSX-VAN & AS2)
- FileConnect – (CSV, XLS, XLSX 97 or greater)
- PartnerConnect (CSV, XLS, XLSX 97 or greater)
- Reporting Partner Status Dashboard

Standard Reporting Templates

Available for POS, Inventory, Sales-In and Reference data

- EDI, EDIFACT, INVROPT & SLSRPT
- XLS & XLSX 97 or Greater
- CSV

Model N is the leader in Revenue Management Cloud solutions. Model N helps its customers maximize their revenues by maximizing sell time, revenues per opportunity and number of opportunities. Model N Cloud solutions manage every dollar that impacts the customer's top line and transforms the revenue lifecycle from a series of disjointed operations into a strategic end-to-end process. With deep industry expertise, Model N supports the unique business needs of life science and technology companies across more than 100 countries. Global customers include: Actavis, Amgen, Atmel, Boston Scientific, Johnson & Johnson, Linear Technology, Merck, Marvell, Micron, Nokia, Novartis, and STMicroelectronics. Learn more at: www.modeln.com. Copyright © 2016 Model N, Inc. All rights reserved.