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

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Model N

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