



PCS Partnership Programme Commercial Terms

1. Programme Overview

Person Centred Software's formal partner programme (the "Partner Programme") is designed to establish a structured framework for commercial collaboration, integration governance, go-to-market alignment and ongoing strategic engagement between PCS and its partners.

Participation in Partner Programme provides partners with access to programme benefits, commercial opportunities and support based on a transparent scorecard methodology and tiering framework.

Participation is subject to the terms of this Agreement, payment of the applicable annual programme fee and ongoing compliance with these Commercial Terms.

2. Partner Tier Framework

Partners are assigned a tier based on their overall Partner Programme Scorecard.

Tier	Score
Associate	0–5
Registered	6–10
Growth	11–15
Strategic	16–20*

*Strategic Tier may be subject to additional eligibility criteria as determined by PCS.

A Partner's assigned tier will be confirmed within the applicable Addendum forming part of this Agreement.

3. Partner Assessment

Partners are assessed against four core areas:

- Commercial Impact & Pipeline
- Go-to-Market & Marketing Engagement
- Product, Integration & Innovation
- Governance & Strategic Alignment

Each category is scored out of five points.

The overall score determines:

- Partner Tier
- Annual Programme Fee
- Benefit entitlement
- Commercial prioritisation within the PCS ecosystem

PCS may review Partner scores periodically and update a Partner's tier following a consultation with the Partner.

continues on next page →

4. Programme Benefits

Programme benefits increase according to tier and may include:

Benefit category	Core (all partners)	Associate	Registered	Growth	Strategic
Programme access	Partner Programme membership Named Partnerships contact Programme communications Governance framework	Foundational Marketplace listing Partner enablement	Standard Marketplace listing Partner Portal access	Enhanced Marketplace visibility Crossbeam co-sell access	Premium Marketplace positioning Priority ecosystem visibility
Marketing & Visibility	Eligibility for joint marketing	Limited campaign inclusion	Joint marketing opportunities	Joint campaigns Webinars Co-branded case studies	Strategic campaigns Executive roundtables Thought leadership opportunities
Commercial Collaboration	Participation in the PCS partner ecosystem	—	Referral opportunities	Deal registration Joint account planning Commercial bundling discussions	Executive sponsorship Strategic account collaboration Advanced commercial planning
Product & Innovation	Access to standard integration support	—	—	Quarterly business reviews Quarterly MI reviews	Product roadmap visibility Beta programme access Joint innovation workshops Priority enhancement consideration
Governance	Annual programme review	—	Annual partnership review	Quarterly partnership reviews	Executive governance reviews and strategic planning sessions

Programme benefits may evolve over time as Partner Programme develops.

5. Partner Commitments

Partners agree to:

- Maintain active participation within the programme.
- Collaborate on agreed commercial opportunities.
- Maintain integration quality and agreed service levels.
- Participate in governance and review meetings appropriate to their tier.
- Support agreed joint marketing and go-to-market activities where applicable.
- Provide reasonable management information where required to support joint commercial activity.

6. Fees

The fees are determined by Partner Tier.

Tier	Fee (ex VAT)
Associate	£2000
Registered	£6000
Growth	£8000
Strategic	Individually agreed

Unless otherwise agreed in writing, fees are payable annually in advance and are exclusive of VAT.

7. Tier Reviews

Partner tiers will normally be reviewed annually.

PCS may review a Partner's tier sooner where there has been a material change in commercial engagement, integration capability, governance participation or strategic alignment.

Where a Partner's tier changes, the Parties will execute an updated Addendum reflecting the revised commercial terms.