



Premier Certification – Integrator Requirements

Specialization Requirement

One:	<ul style="list-style-type: none"> Any specialization
------	--

Certified Role Requirements

Partner must have a minimum of 2 unique certified full-time employees, of which:

One individual must have this:	<ul style="list-style-type: none"> Cisco Certified Network Associate (CCNA) or higher
And another individual must have one of these:	<ul style="list-style-type: none"> Cisco Certified Network Associate (CCNA) or higher Cisco Certified Design Associate (CCDA) or higher

Service and Support Requirements

Partner must have:

All of these:	<ul style="list-style-type: none"> Valid resale agreement or Cisco Indirect Channel Partner Agreement (ICPA) in place Customer service 8 hours a day, 5 days a week One-hour call back Pre-Sales Support Post-Sales Support based on Partner Support Agreement
---------------	---

Customer Satisfaction Requirements

After 12 months of attaining Premier certification, partner must:

Every January:	<ul style="list-style-type: none"> Provide 10 valid contacts/email addresses for current customers, to whom Cisco will send a Cisco partner customer satisfaction survey
Every July:	<ul style="list-style-type: none"> For any low scores received for the current fiscal year, enter follow-up activities in the PAL tool

Additional Considerations

Out of Compliance Get Well Plan Policy

For Premier Certified Partners who fall out of compliance for the career certified individual requirements the Program Management and Application ([PMA](#)) tool will automatically issue the partner a 6-month Get Well Plan to get back into compliance. A Get Well Plan is available only if the partner still has one career certified individual. If the partner loses both career certified individuals during the same 6-month period or at the same time, the Premier Certification will be removed.



Country Groupings

Can certification apply across different countries? Yes, but only within one [country grouping](#).

Terms and Conditions

All applicants must agree to the Channel Partner Program Terms and Conditions (which can be found in the Program Management and Application ([PMA](#)) tool) during the application process.

Related Information

Document Revision History

Revision History	Date	Changes
1.0	December 17, 2019	Updated document design. Added "Document Revision History" table
2.0	January 22, 2020	Updated specialization requirements table
3.0	October 28, 2020	Updated certification name Updated specialization requirement options Removed Hybrid IT requirement



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)