

# HOW WE WILL BE SUCCESSFUL TOGETHER

Partners rely upon Delta Controls to help them grow their business profitably. Delta Controls relies upon the Delta Partnership to help us grow our business and succeed. We need each other to be successful. One without the other is not sustainable.

## BUILDING THE RIGHT SYSTEMS

Delta Controls needs your input for new product ideas, product refinements, competitive trends, emerging customer opportunities. Our best products came from Partner suggestions and use cases. We will succeed if our Partners keep those suggestions coming in and give us candid feedback upon what is working and what is not.

There are several ways for you to give us those ideas and feedback:

- The Partner technical forum on our support site
- Feedback to your Delta Partner Council representative (see the section on the North American Delta Partner Council)
- New Feature Request link from our Delta Controls support site:

**HAVE A SUGGESTION TO IMPROVE A PRODUCT?**

**EMAIL [featurerequests@deltaccontrols.com](mailto:featurerequests@deltaccontrols.com)**

- Participating in the Beta program for new products. All of our new products go through a rigorous ISO-9001 Beta process before being released. The Beta program allows Partners to try out the latest product innovations and give direct feedback to the product management team. As incentive for participating in a Beta trial, the Delta Controls beta material is furnished to you at no charge. You must agree to the rules for the Beta program and be accepted. We need the runtime on the product and your timely feedback on what is working and what is not. This is your opportunity to influence the future direction of our product(s) and bring the latest technology to your marketplace.

## BECOMING THE DELTA CONTROLS EXPERTS IN YOUR MARKET

We will both succeed if you invest in training all of your customer facing technicians to the “Master” level. The online training we call “George University” has over 20 lessons that include testing. Once a student has completed all of the courses and obtained a “Masters” level in each course, they will have obtained a Master Certification in our product. In addition to the online training program, we have in-person classroom training. In addition to those training resources we have an extensive library of webinars and how-to videos for your team. The more your team knows, the happier your customers will be. We succeed when your team can address the majority of your technical challenges in real-time at the job site (or before). Then, our technical services group can have the time to tackle the unusual or previously unknown challenges.





## **GROWTH IS GOOD**

Both of us will succeed if we are growing together. Our goal is to capture 10% of the controls market in the US. Your RSM will share the appropriate growth targets for your market with you.

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