

Cloud Success Centre Process



✓ AM/ BDM send a mail to CSC with completed reseller setup request



[Reseller setup request template](#)

✓ CSC will send an acknowledgment mail to AM/ BDM upon receipt - within 4 business hours

✓ CSC send welcome pack and links to complete documents to reseller - within 8 business hours

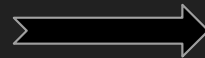
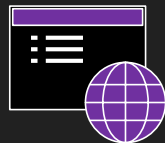
✓ Reseller completes documents and send back to CSC (CSC will assist with general and legal queries) - upon receipt of all completed documents CSC will send a mail indicating that BlueSky on boarding is in process - within 24 hours after receipt of completed documents



✓ CSC update AM/ BDM & reseller that on boarding was complete - within 24 hours from on boarding confirmation



✓ CSC load resellers information and setup in BlueSky - within 8 business hours after receipt of completed documents



✓ CSC complete on boarding process maximum 48 hours (on condition that all documents are completed and 100% accurate)

✓ Escalation if outside of SLA - Saartjie Wait