

Accelerator – Engage and Earn Rewards

Program Encourages CSPs to Increase Their Technical Expertise with March Networks Products

Sports fans know that six-time all-star Russell Westbrook, a point guard with the Oklahoma City Thunder, sits atop the National Basketball Association leaderboard averaging an amazing 31.2 points per game. Hockey fans know that 20-year-old Edmonton Oiler center Connor McDavid in only his second year as a pro is the leading scorer in the National Hockey League with 21 goals and 51 assists.¹

Pretty soon, March Networks installers and technicians will know where they rank as well.

Thousands of technicians working with March Networks® certified solution partner (CSP) companies will automatically earn points and badges for completing certifications, watching training videos, reading documents and installing 8000 Series Hybrid NVRs using March Networks' free GURU Smartphone App. Points are also awarded for completing exams. The higher the score, the more points are awarded.

When technicians sign into their training account in the March Networks Training Center, they can check one leaderboard to see how they rank within their own company and another to view the top ten leaders globally. Each person is identified by ID number, not name, to respect their privacy.

"We came up with the idea to better engage, retain and train CSP technicians," said Francois Langevin, March Networks' Training Manager. "It's important for us to keep our dealers and their technicians coming back for more training because we are always releasing new products and features. This is a fun way to engage and reward them for being up-to-date on the full spectrum of our products."

Badges are awarded in bronze, silver and gold categories for completing a wide range of certifications and achieving milestones in 8000 Series recorder installations. The Priority Caller badge, earned automatically following the completion of five certifications, will be especially coveted as it entitles technicians to call into March Networks' premium queue support line.

Trainees are notified by email when they earn a new badge and can share their accomplishment with friends and colleagues via Facebook, LinkedIn or Twitter if they wish.

The Accelerator tab in the March Networks Learning Management System displays the leaderboards, as well as the certifications a technician has earned. They can also see all the badges that are available and click on them to learn how to qualify.

Top performers on the leaderboards will also be eligible for more material rewards through special promotions planned through the year.

"The Accelerator program encourages a bit of friendly competition, which many people enjoy," said Langevin. "What's more important though is that it encourages CSPs to increase their technical expertise with March Networks products. Everybody benefits. Technicians who are eager to advance their careers stand out among their peers, CSPs win more business by being able to demonstrate their training credentials, and end users get the expert support they need and expect for their March Networks technology."

The Accelerator program launches April 3.

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— Francois Langevin
Training Manager, March Networks



¹The NBA and NHL scoring leaderboard stats quotes were accurate as of March 1, 2017