

PARTNER  
**catalyst**  
PROGRAM

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Frequently Asked Questions 2023

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## What is the **catalyst** Partner Program?

The **catalyst** Partner Program is a rewards and recognition tool for Honeywell Building Technologies (HBT) partners worldwide. The program has transformed the way we support channel partners. It rewards you for your business success by providing benefits designed to help your business grow even further. It's designed around a tiered approach to rewards and recognition in order to support achievement and allocates resources to partners who deliver profitable growth with close alignment to our shared strategic goals.

## Is the 2023 program different from the 2022 program?

The program framework (the five criteria that determine tiers) **remain the same**. **What may be different in 2023 is the suite of benefits and entitlements**. The benefits and entitlements for each region and Honeywell business may be revised in 2023, based on business needs and customer feedback. Benefits are monetary rewards like Market Development Funds (MDF), discounts, rebates and training allowance. Entitlements are non-monetary rewards like technical support, customer service, access to the partner portal and more.

## What are the five criteria that determine tier?

The five criteria for System Integrators (SI), Original Equipment Manufacturers (OEMs) and Distributors (DISTI) are below. To understand specific weighting for your region and business, please login to the Partner Relationship Management (PRM) portal or reach out to your Channel team (see map ahead).

REQUIREMENTS		SI	OEM	DISTI
CORE	Revenue Target	✓	✓	✓
	Year-over-Year (YoY) Growth	✓	✓	✓
	Weighted Average Days Late (WADL)	✓	✓	✓
	Point of Sale (POS) Reports			✓
	Minimum Stock Purchase			✓

## What is the official program name?

The official program name is '**catalyst** Partner Program'. The common industry term for partner programs is 'Channel Partner Program' or 'CPP'. We use the two phrases interchangeably at HBT.

## Does the program have a website/link?

Yes, <https://buildings.honeywell.com/us/en/support/honeywellpartnercatalyst>

## Does the program have testimonials from other channel partners?

Yes! <https://buildings.honeywell.com/us/en/support/honeywellpartnercatalyst/testimonials>

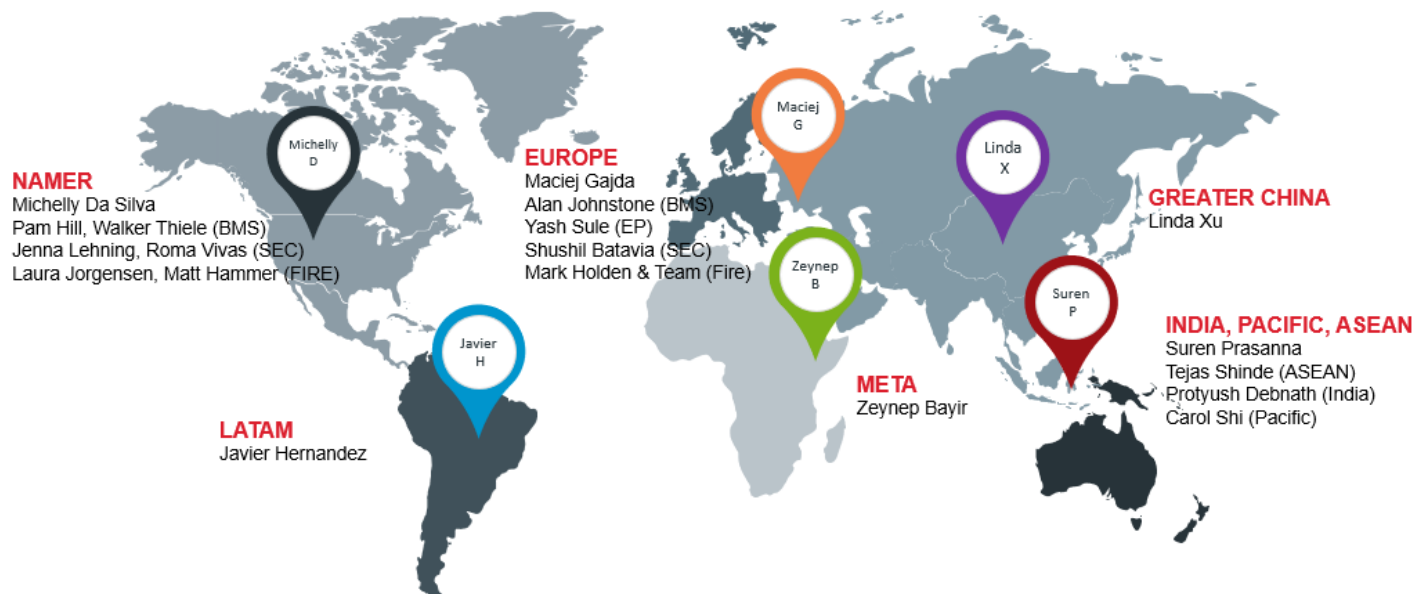
## What about the old partner programs?

The **catalyst** Partner Program has taken the best elements from all the regional programs to form one, global partner program. HBT has gone from over 41 partner programs around the globe and merged them to form the **catalyst** program. If you were part of a legacy program and need to understand how that program transformed to 'catalyst' please reach out to your channel team or Account Manager.

## Who can I speak with to learn more about the program?

Contact your regional Account Manager or channel operations leader to learn more.  
See map below.

## CHANNEL MARKETING & OPERATIONS HYPERCARE TEAMS BY REGION



## How frequently does a partner change tiers?

Partner tiers are reevaluated once per year. 2022 was the first year of tier assignment. 2023 is the second year. Once locked in, the 2023 tiers will be valid until the end of Q1 2024. At that time, tiers will be reevaluated on the criteria defined above.

There could be certain circumstances under which your tier may change at a different time. If so, you will receive a 30-day notice from Honeywell.

## Can a partner change tier mid-year if he reaches the revenue bracket of the next tier?

Tiers generally remain unchanged through the year. Only under special circumstances can they be changed at other times.

## What are the official benefits of the program by tier?

See global benefits below. To understand specifics for your region, please contact your regional Hypercare team (map above).

	SILVER	GOLD	PLATINUM
Tiered Discounts*	Low benefit	Medium benefit	High benefit
Market Development Fund (MDF)*	Low benefit	Medium benefit	High benefit
Rebates*	Low benefit	Medium benefit	High benefit
Training Allowance**	Low benefit	Medium benefit	High benefit

\*Level of benefit varies by tier Low benefit Medium benefit High benefit

\*\*Not available in all regions

## Are these the only benefits? Am I able to receive additional benefits?

Yes, you can. The benefits, above, are the official program benefits. You may receive other benefits based on your region.

## What is PRM?

The Partner Relationship Management (PRM) portal is a one-stop dashboard that allows you to track your revenue month over month, watch progression to the next tier, monitor program benefits and more. The PRM is a key part of Honeywell's digital transformation initiative. Paper and MS Excel-based tracking and filing will now be replaced by a smart, easy-to-use and transparent portal.

**Link to portal:** <https://buildings.honeywell.com/shop/honeywell/en/login>

## HBT Portal Access Requirements

### 1. Browsers & Caching

The HBT Portal supports the following browsers:

Google Chrome   Microsoft Edge   Mozilla Firefox   Apple Safari

We recommend that users keep their browser updated to the latest version. If a browser issue is encountered, then we recommend clearing the browser cache and restarting the browser.

### 2. Operating System & Memory

The Operating System (Microsoft, Linux, or Apple) needs to be compatible with the user's browser. We recommend that Users keep their Operating System updated to the latest version for both compatibility and security. We recommend that Users meet or exceed the Memory Requirements for the Operating System Version that they are using.

### 3. Speed & Access

The recommended Bit rate speed for access to the HBT Portal is 300-400 Kbits/second. We do not recommend using a dial-up modem for access.

## How do I get access to the PRM?

The 'Primary Contact' on a partner account receives a login. Each account on Salesforce has multiple contacts. It is imperative that your Honeywell Account Manager has identified you as 'Primary Contact' so you receive a login.

## How do I know if I have a PRM login?

In general, most channel partner accounts have access to the portal. Please check your email for a Welcome email for the portal. Reach out to us if you can't find yours, we will reset your login details.

## Does the login I received in 2022 remain the same in 2023?

Yes, it does. Nothing changes in the new year.

## Is the PRM available in languages other than English?

Yes, PRM MVP 3.2 is available in 11 languages:

Spanish	Czech	Turkish
Italian	French	Romanian
German	Portuguese	Hungarian
Polish	Russian	

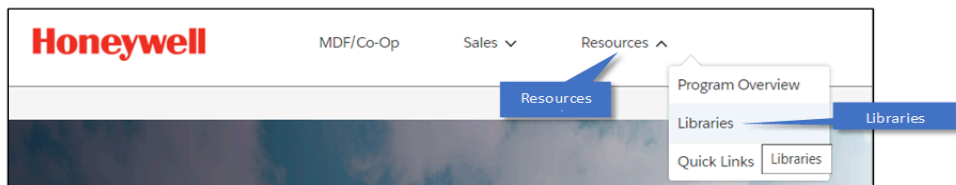
If you have a request for another language, please reach out. We will do our best to include it in 2023.

### Can an account receive multiple logins, or does the Honeywell Account Manager have to pick just one 'Primary Contact'?

You can have more than one. Ask your Account Manager to help set you up with multiple logins if needed.

### Where can I find PRM training materials?

All **catalyst** Partner Program collateral and training material relevant to your program, can be found in the **catalyst** Partner Portal under "Libraries". After logging-in to the Partner Portal, go to "Resources > Libraries – see screenshot below:



### What are the tech support and other entitlements by tiers?

See the global entitlement view, below. These vary by region and Honeywell business. To understand specifics for your region, please contact your regional Hypercare team (map above).

		SILVER	GOLD	PLATINUM
<b>GENERAL</b>	Priority Leads			●
	NPI Early Adopter Access			●
<b>PRM</b>	Access to Partner Portal	●	●	●
	Users/Accounts	Single	Single	Multiple users available per account
	Portal Training & Support	Training provided through periodic webinars and MyHBU modules.	Training provided through periodic webinars and MyHBU learning modules.	Personalized training available all through the year.
	New Release Piloting & Testing			Yes, first access to test new functionality in beta mode. Active feedback welcomed
<b>TRAINING &amp; LEARNING</b>	Honeywell Building University	●	●	●
	Priority Response to Honeywell Building University Inquires (*based on tier level)	●	●	●
	Product Training	●	●	●
<b>CUSTOMER SERVICE</b>	Priority Case Closure (CCR)			●
<b>TECHNICAL SUPPORT</b>	Call Back Service		●	●
	Priority Call Routing	●	●	●
	Professional Services Discount	●	●	●
	Digital Self Service and Account Management	●	●	●
	Remote Diagnostics and Troubleshooting			●

\*Level of benefit varies by tier    ● Low benefit    ● Medium benefit    ● High benefit

### **Will I have to sign an annual agreement for CPP participation?**

No, there is no separate CPP amendment that requires your signature. However, we have implemented a “Digital Acknowledgement of Tiers” pop-up box on the PRM portal. All partners will have to sign the 2023 tier acknowledgement when they login for the first time in 2023.

### **Do Master contracts/agreements contain any CPP language?**

All new partners joining HBT’s **catalyst** Partner Program will be required to sign the latest partner master legal contract which will contain an overview of the program. All contract renewals will also contain standardized and evergreen CPP language. Should you need to discuss the legal agreement in more detail, please contact your Honeywell representative.

### **For More Information**

[buildings.honeywell.com](https://buildings.honeywell.com)

#HealthyBuildings

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