AGENDA

1 | Overview of Partner Framework

2 | Group Exercise: Prioritize Topics

3 | Hot Topics Discussion and Content

4 | Wrap-Up

Delivery Partner Program

Do you have a formalized, PS partner management program?

Formal PS Partner Program: 57%
No Formal PS Partner Program: 43%
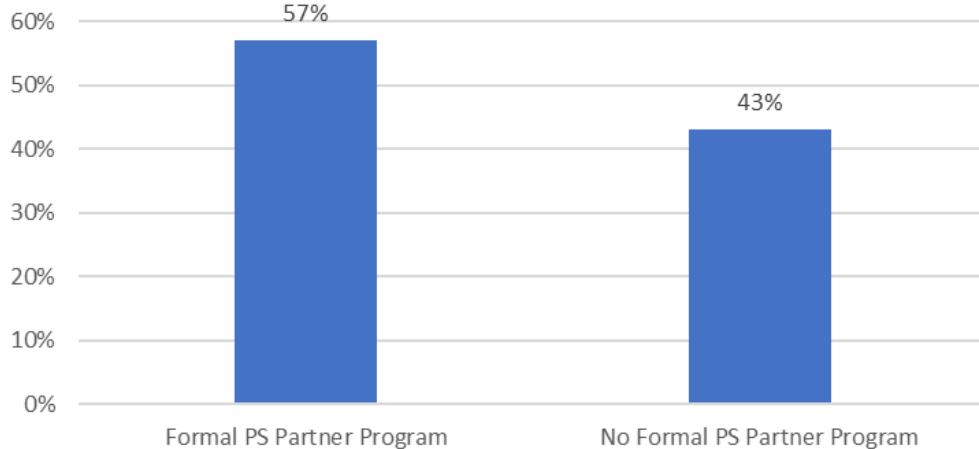
Observation
The frequency of having a formal partner program has been increasing and is now a common practice. This seems to be a growing trend.

Source: TSIA Benchmark Study

Polling Question

Do you have plans to make significant changes to your partner ecosystem within the next 12 months?

a. Yes

b. No

Cirrus — CheckMate — SR22

Left Card

INITIAL
Wx / Wt / Bal / Perf
Flight Plan – File
Papers – A.R.O.W.
BAT 2 Master – On
Voltmeter - 23-25Vis
BAT 1 Master – On
Avionics Fan– Audible
Flaps – Down (0 ON)
Oil Light – On
Pitot Heat – Test
Stall Indicator – Test
Lights – Int. / Ext.
Fuel Gauges – True
BAT 1 & 2 Master – Off
Oil Light – Off
Emerg. Hammer
CAPS – Pin Out

EXTERIOR SUMMARY
Fuel Quantity
Fuel Quality
Caps / Drains / Vents
Engine / Oil / Belts
Prop / Air Intake
Exhaust System
Surfaces & Controls
Pitot & Static Ports
Gear / Tires / Brakes
Antennas
Ties/Chocks/Towbar
Baggage Door
Final Walk Around

INTERIOR
Passenger Brief
Hobbs / Tach Time
Fuel – Fullest Tank
Alternate Static

START
Seat Track/Back–Lock
Avionics / AP – Off
Circuit Breakers
Prop – Clear
Brakes
BAT Master – On
Mixture – Rich
Throttle – Forward
Fuel Pump – Boost
Throttle – ½"
Ignition – Start
Throttle – 1000 RPM
Oil Pressure
ALT Master – On
Avionics Power – On
Engine – Monitor
Strobes – On
Lights – As Req.
Mixture – As Req.

PRE-TAXI / TAXI
Seat Belts / Harness
Flaps – Up
Heat / Vent / Defrost
Avionics – On
ATIS / AVOS
Altimeter
XPDR – Alt + Sqwk
ADS-B – On
Radio – Test
Brakes – Test
Attitude Indic. – Test
Turn Coord. – Test
HSI To Compass–Test

RUN UP
Brakes
Fuel – Fullest Tank
Trim – Takeoff
Flight Controls
Instruments
Annunc. Panel
Mixture – Best Power
Doors – Latched
Prop
1700 RPM
Ignition Test R & Both
Alternators
Power
Mixture
Fuel Pump – Off
Amps / Volts
Oil Press / Temp
Oxygen
Idle – Check Closed
Navs / GPS
Flight Plan – Entered
Radios
Altitude Bug
Heading Bug
HSI / Altimeter
XPDR – Alt + Sqwk

PRE-TAKEOFF
Flaps – 0-50%
Mixture – Best Power
Fuel Pump – Boost
Pitot Heat – As Req.
Doors – Latched
Landing Light – On
Strobe Lights – On
Time – Note
Brakes – Release
ABORT PLAN – REACH !

TAKEOFF
Power – Full Fwd.
2700 RPM
Oil Pressure
Rotate – 70-73
Flaps Up – 80
Vy – 101

CLIMB
106-111
Power
Mixture
Fuel Pump – Off
Instruments
Landing Light – Off
Flight Plan – Open

CRUISE
Power
Mixture
Fuel Pump – Off
Instruments
Fuel – Proper Tank

DESCENT
Power
Mixture – Richen
Fuel – Fullest Tank
ATIS / AVOS
Altimeter
Instruments

PRE-LANDING
Brakes – Pedal Test
Landing Light – On
Autopilot – Off
Seat Belts / Harness
Mixture – Best Power
Fuel Pump – Boost
Fuel – Fullest Tank
Flaps – As Req.

LANDING
Flaps – Full Or As Req
Power
80-85

GUMPFS

GO-AROUND
Power – Full
Flaps – 50%
75-80
Clear Obstacles
Flaps – Up

AFTER LANDING
Flaps – Up
Boost Pump – Off
Oxygen – Off
Strobe Lights – Off
Landing Light – Off
Pitot Heat – Off
Mixture – As Req.
Trim – Takeoff
XPDR – Alt + Sqwk

SECURING
Avionics – Off
Mixture – Full
Lean
Ignition – Off
Fuel Pump – Boost
Bat / Alt Master – Off
Lights – Off
ELT–Transmit Lt Out
CAPS – Pin In
Secure Yoke
Chocks
Tie Downs
Pitot Cover
Baggage Door
Cabin Doors

Close Flight Plan

*Adjust Speed As Needed For Conditions

V-Speeds
Vr - Rotation	70	Vfe - Stall 100% Flaps	61	Vo - Max Full Ctrl (2900 lbs)	123	Vfe - 100% Flaps	119
Vx - Best Angle Climb	78	Vs - Stall no Flaps	70	Vo - Max Full Ctrl (Full Gross)	133	Vfe - 50% Flaps	104
Vy - Best Rate Climb	101	Best Glide (2900 lbs)	88	Vno - Max Structural Cruise	175	Vpd - M.P.F.S.	133
		Best Glide (Full Gross)	88	Vne - Never Exceed	205	X Wind - Max Demont	20

DEPARTURE / CRUISE / ARRIVAL Table
	KNOTS	FLAPS %
DEPARTURE		
Rotation -	70	50
Best Angle Climb -	78	0
Best Rate Climb -	101	0
CRUISE 145 8,000'		
Economy	161	0
Normal	173	0
Maximum	181	0
ARRIVAL		
Approach -	85-90	50
Short Final -	80-85	100

NOTES
Short Field Takeoff 50% Flaps - Rotate* 70
Obstacle Clearance 50% Flaps - Rotate* 78
** This Assumes SR22-73-01 Complied Do Not Prime If Engine Warm
* Speeds May Vary 3 Knots Depending On Serial #
"Know Information On CAPS Activation & Deployment - Section 10 of POH"

17.7" MP – 2500 RPM – 14.6 GPH – 54%
20.7" MP – 2500 RPM – 17.0 GPH – 66%
21.7" MP – 2600 RPM – 18.4 GPH – 75%

Short Field Landing:
77
For Max Braking, Retract Flaps, Hold Yoke Back

Right Card

[IF UNABLE TO ABORT TAKEOFF]
POWER LOSS IMMEDIATELY AFTER TAKEOFF / NO RESTART
MAINTAIN AIRCRAFT CONTROL
BEST GLIDE – 88 KIAS (101 MPH) — Full Gross Weight
FUEL SELECTOR – OFF — Boost Pump - Off
MIXTURE – FULL LEAN / IDLE CUTOFF
FLAPS – DOWN / LANDING SPEED – 80 KIAS (92 MPH)
MASTER & IGNITION – OFF Unlatch Doors & Protect Body

POWER LOSS IN FLIGHT
BEST GLIDE – 88 KIAS (101 MPH) — Full Gross Weight
NOTE WIND DIRECTION & VELOCITY
PICK LANDING SITE
BAT MASTERS – ON
THROTTLE – ½"
MIXTURE – RICH
FUEL SELECTOR – SWITCH TANKS
IGNITION – BOTH
FUEL PUMP – BOOST
ALTERNATE AIR – ON
ALT / MASTERS – OFF
ENGAGE STARTER
INCREASE POWER – SLOWLY
ALT MASTERS – ON

IF NO RESTART & TIME PERMITS
MAINTAIN BEST GLIDE
POWER LEVER – IDLE — Full Aft
SQUAWK 7700
DECLARE EMERGENCY — TWR, APC, Unicom, 121.5
ELT – ON
MIXTURE – FULL LEAN / IDLE CUTOFF — Boost Pump - Off
FUEL SELECTOR – OFF
SEATBELTS / HARNESS
FLAPS – AS NEEDED — Full Flaps When Field Assured
MASTER SWITCHES & IGNITION – OFF
UNLATCH DOORS
PROTECT BODY

ENGINE FIRE DURING START
CONTINUE CRANKING ENGINE
IF START – RUN A FEW SECONDS / SHUTDOWN / INSPECT
IF NO START – IDLE MIXTURE CUTOFF
FUEL SELECTOR – OFF
THROTTLE – FULL OPEN
CONTINUE CRANKING ENGINE A FEW SECONDS
BAT / ALT MASTER & IGNITION – OFF
EVACUATE / FIRE EXTINGUISHER

ICING
PITOT HEAT – ON
ALTERNATE AIR – ON
CABIN HEAT & DEFROST – MAXIMUM
STRONGLY CONSIDER 180° TURN
ATTAIN HIGHER OR LOWER ALTITUDE
INCREASE ENGINE & PROP SPEED
FLAPS – NOT RECOMMENDED FOR LANDING
LAND FASTER AS NEEDED

CAPS DEPLOYMENT
MAX DEPLOYMENT SPEED: 133 KIAS (152 MPH)
1) Mixture - Cutoff
2) Activation Handle Cover - Remove To Expose T-Handle
3) Activation Handle (Both Hands)
   PULL STRAIGHT DOWN (Firm, Steady Force)
After Deployment
4) Mixture - Check Cutoff (Fuel Pump - Off)
5) Fuel Selector - Off
6) BAT/ALT Masters - Off
7) Ignition - Off
8) ELT - ON
9) Seat Belts / Harnesses - Tighten
10) Loose Items - Secure

RADIO OUT – Check Circuit Breakers & VOLUME
Recycle Alternator Switch
If XPDR & Still Out, Set XPDR To 7600.
(Suggested For VFR If In B, C, D Airspace)

UNICOM	122.7 – 122.8 – 122.95 – 123.0 – 123.05		
MULTICOM	122.9/CTAF – 123.75 – 122.85 (Air To Air)		
85.5 :	122.000-123.675, Hand Licensies 122.7		
EMERGENCY:	121.5		

Every Plane Has A Different Empty Weight And Useful Load
Cirrus SR22 Continental IO 550 N, 310 HP @ 2700 RPM

* Empty Weight: _____ LBS (Specific Plane Weight)
* Max. Useful Load: _____ LBS (Including Fuel & Baggage)
Max. Baggage Area: 130 LBS (Included In Useful Load)
Max. T.O. Weight: 3400 LBS

Fuel Type: 100LL (Blue) / 100 (Green)
Usable Fuel: 81 Gallons
Oil Capacity: 8 Quarts (Minimum 6)
Electrical: 24-28 VOLT / 60 AMP
Tire Pressure: Nose - 40 PSI / Main - 62 PSI

ELECTRICAL FIRE IN FLIGHT
ALL ELECTRICAL DEVICES + MASTERS – OFF — Ignition - On
CABIN HEAT & AIR VENTS – OFF / CLOSED — Extinguish As Req
IF FIRE OUT MASTERS ON ONLY IF CRITICAL — Vents - Open
THEN ONE ESSENTIAL ELECTRICAL DEVICE AT A TIME
RESET CIRCUIT BREAKER(S) ONLY IF CRITICAL

ENGINE FIRE IN FLIGHT
POWER LEVER – IDLE
MIXTURE – FULL LEAN / IDLE CUTOFF
FUEL SELECTOR – OFF
IGNITION – OFF
CABIN HEAT – OFF — Vents - Open
INCREASE AIRSPEED TO EXTINGUISH – LAND ASAP

Delivery Partner Framework – 'Checklist'

Program	Acquire	Offers	Train	Govern
• Charter	• Resource profiling	• Subcontract Joint Solutions	• Delivery Training	• Delivery Metrics
• Goals and Objectives	• Staffing Models	• Targeted Solutions Delivery	• Product Training	• Resource Metrics
• Corporate Strategy Alignment	• Business Model	• Embedded services	• Methodology Training	• Financial Metrics
• Organizational Structures	• Investments	• Partner Support Solutions	• Shadow Programs Path –To-Proficiency	• Customer Satisfaction Monitoring
• Financials	• Type Selection (GSI, Regional, Boutique)	• Geographic Solutions	• PS Sales Training/Support Certification Programs	• Communication Protocols
• Practice Integration & Alignment	• Contracts, SLA's	• Off/Near Shore	• Delivery Support Model	• Reporting Processes
	• Rules of Engagement	• Strategic Service Offerings	• Knowledge Sharing	• Escalation Management Process
			• IP Portal	• Risk Mitigation Processes

The nCloud Partner Framework provides a structured model with defined processes and best practices for developing or improving a delivery partner ecosystem

Polling Question

Which of the 5 categories is a priority for you?

a.   Program foundations and alignment

b.   Partner selection and acquisition

c.   Developing joint offers/solutions

d.   Training and enablement

e.   Governance

Program

> **Our executive team is considering a consolidation of all partner activity under the channels organization. Have you seen this in other places? Does this make sense for us?**
>
> nCloud Customer

Program: Considerations

Program

- Charter
- Goals and Objectives
- Corporate Strategy Alignment
- Organizational Structures
- Financials
- Practice Integration & Alignment

- Charter: Often forgotten but extremely critical

- Goals and Objectives: Does this need to be profitable, neutral, or investment

- Organizational Structures: Which organization OWNS the resources

- Metrics and KPI's: Key components of the Charter to drive down stream decisions

Partner Selection

"Our sales organization would like all delivery work to go to partner XYZ, but they lack delivery skills and have not been a good partner to our PSO.

nCloud Customer

Acquire: Considerations

Acquire

- Resource profiling
- Staffing Models
- Business Model
- Investments
- Type Selection (GSI, Regional, Boutique)
- Contracts, SLA's
- Rules of Engagement

- Type Selection: Different partners provide different capabilities/opportunities/Challenges

- Joint Business Model: Both organizations have financial considerations, transparency is critical

- Rules of Engagement: Establish clear swim lanes to avoid down stream conflicts between partners and PSO

- Resource Profiles: Clear and transparent guidance on initial resources skills

Developing Offers

We would like our partners to deliver 90% of the project but need to include Quality Assurance from our team. How do we convince the partner to accept this?

nCloud Customer

Offers: Considerations

Offers

- Subcontract
- Joint Solutions
- Targeted Solutions Delivery
- Embedded services
- Partner Support Solutions
- Geographic Solutions
- Off/Near Shore
- Strategic Service Offerings

- Joint Solutions: Best practice for providing value to customer as well as PSO/Partner

- Partner Support Solutions: Good for assisting with Time-To-Value and QA

- Strategic Services Offerings: Resident experts and TAM type services

Training

Who owns responsibility, and pays for all this training?

nCloud Customer

Training: Considerations

Train

- Delivery Training
- Product Training
- Methodology Training
- Shadow Programs
- Path –To- Proficiency
- PS Sales Training/Support
- Certification Programs
- Delivery Support Model
- Knowledge Sharing
- IP Portal

- Path-To-Proficiency: Establish the total skillset and experience required for success in the role

- Methodology Training: Have partners learn/follow your best practices as a baseline

- Shadowing Programs: Real world situations provide multiple levels of training and feedback

- Knowledge Sharing: Sometimes you need to share the recipe for your secret sauce

Govern

"Our delivery partners are reporting great successes with customers but our surveys contradict that information. How should we address this?"

nCloud Customer

Governance: Top Concerns

Govern

- Delivery Metrics
- Resource Metrics
- Financial Metrics
- Customer Satisfaction Monitoring
- Communication Protocols
- Reporting Processes
- Escalation Management Process
- Risk Mitigation Processes

- Customer Satisfaction: Core metrics for determining the success of a partner program

- Metrics: Agree upon and share key numbers across Delivery, Resources, and Financials

- Escalation Management: Agree upon a core process and STICK with it

Session Summary

- Solidify your PSO and partner program charters if you have not done so already

- If successful Project/Solution delivery is a primary objective, keep this function within the PSO

- Build your partnerships based on trust and transparency to drive success for BOTH organizations

- Develop your own 'Checklist' to help frame and grow your delivery partner ecosystem

QUESTIONS?

The Approach: Actionable Implementation Roadmap

nCloud Integrators

Attacking these challenges head-on requires a strong understanding of the company's situation and a definitive path forward. TSIA and nCloud Integrators combine assessment, workshopping, and solution design to create an actionable implementation roadmap – the first step on the path to achieving outcomes.

Current State Assessment & Implementation Roadmap

Solution Implementation

Phase 1	Phase 2	Phase 3
Assess	Workshop	Architect
TSIA performs a Capabilities Assessment	**TSIA, nCloud, and Member** collaborate on recommendations and prioritization	**nCloud** designs an implementation framework

Execute, Plan, and Realize Outcomes

6-8 Weeks

6+ Months
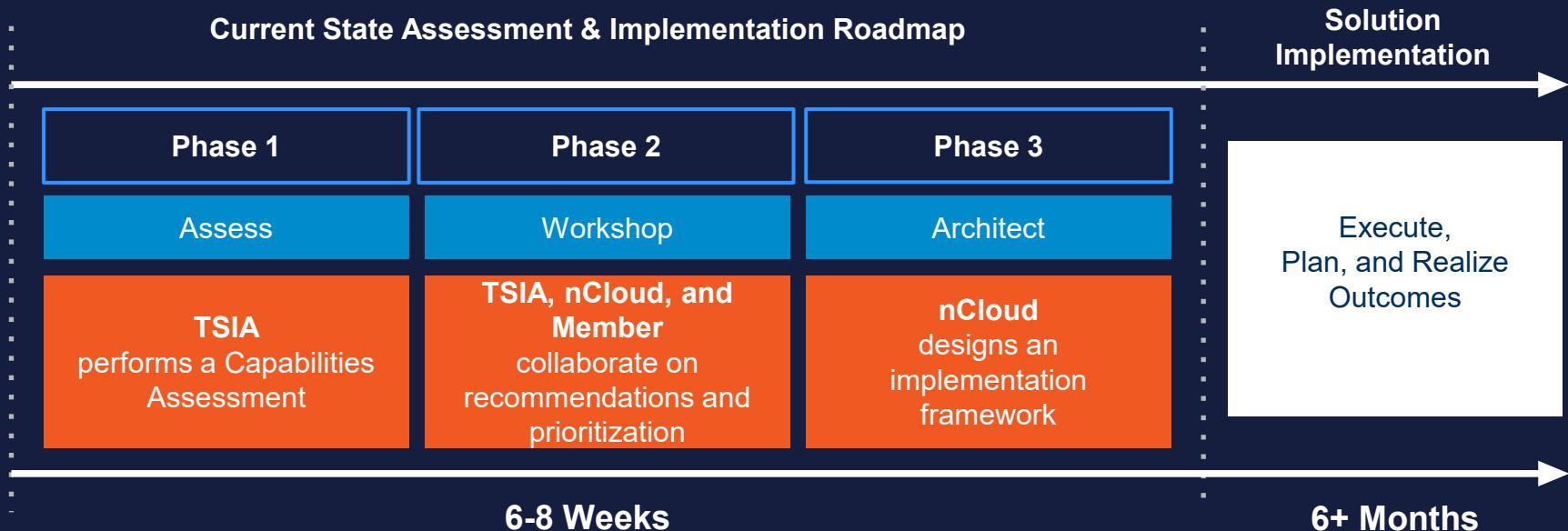
TSW TECHNOLOGY & SERVICES WORLD

THANK YOU

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