Partner Success Story

Center of Excellence Mentoring Program provides a foundation for partner relationships.

We talk with Mario Albonico of Elvadata Switzerland about how partnering with the center of excellence can bring many mutual and long-term benefits.

"I would recommend the partnership with Sage's Center of Excellence to any other Sage X3 partner. I simply know that a solution will be found even for highly complex projects, and that is a huge relief for me."

Mario Albonico – Chief Operations Officer

elvadata



Elvadata and their motivation for participating in the program

Elvadata hired a new Senior Financial Consultant who had a background as a CFO and was therefore already operating at a high level. He only needed selective support on specific topics and was not expected to attend months of bootcamp training. This is where the Center of Excellence mentoring program was ideal - highly effective and timesaving.

"Our employees are enthusiastic about the mentoring program: they see it as a great appreciation. It's a great tool for retaining and developing our employees."

"One thing is the deeper level of product expertise that we benefit from. But we also improve other skills, for example in project management or requirements engineering."

Mentoring process

There are 2 different ways in which the Center of Excellence can provide support: the mentoring program as support for individual employees and a service called "Expert as a service".
With mentoring, there is a kick-off session, goals are defined and approved by the partner, regular honest feedback from the Center of Excellence and progress reporting.

"Mentoring lasts 15 to 20 days and is well organized. What I particularly appreciate is the open feedback I receive during the process. This allows me to intervene in good time if necessary."

"We have 1:1 support at the Center of Excellence, i.e. a contact person who can call in other experts if necessary. This means I no longer have to spend a lot of time asking who can help me, which saves me a lot of time."

Sage

Benefits of mentoring

The Center of Excellence experts have a deep understanding of the needs of the partners and their customers. They are deeply involved in the product and at the same time in the requirements of the market.

"The mentoring program was a door opener for us to develop a close, even friendly relationship with the Center of Excellence."

"It's not just our mentees who appreciate working with the Center of Excellence; our entire company is in constant dialogue with this global team of experts from Sage."



Outcome of this relationship with the Center of Excellence for Elvadata

"The relationship with the Center of Excellence leads to a constant dialogue. Not only do we receive input, we also provide a lot of input on the needs of the market. As a result, we make an important contribution to the further development of the Center of Excellence, from which we in turn benefit."

"It's also important for me to be able to drive innovation at Sage through the Center of Excellence. When I give my input on market and technology trends here, this is driven forward internally at Sage with a certain urgency."

Accelerate the partner consultants learning curve

The Center of Excellence developed a mentoring program that has evolved into a successful business model for partner relationships that Sage partners from around the world can benefit from. The main goal for the mentoring program was to go the extra mile within a consultants enablement journey and accelerate their learning curve, as only following a training path is not enough for them to become completely autonomous, reach high levels of expertise and become billable as soon as possible.

- The program is unique to each consultant and is a framework which we can adapt to the consultants needs.
- It is structured with defined goals and objectives unique to each consultant with full documentation.
- Proven methodology
- Program can be developed around consultants in any stage of their career.
- Program can involve several employees from the same partner that can get shared benefits from the program.
  Direct access to the Center of Excellence experts.

Want to learn more

Contact the Center of Excellence

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