

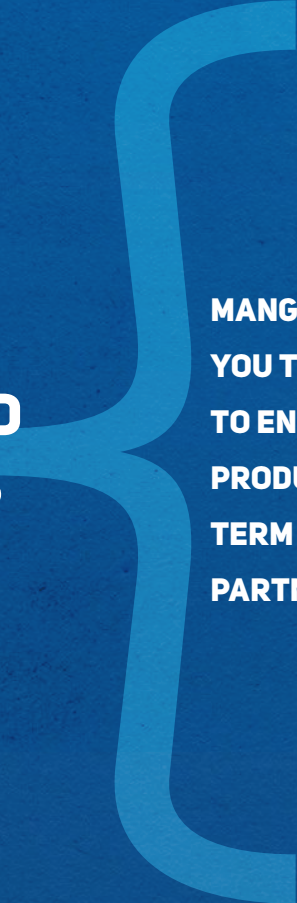


**PARTNER PROGRAM**

**Mango**



## **DELIVER VALUE-ADDED GEOSPATIAL SERVICES**



**MANGO OFFERS A RANGE OF POSSIBILITIES FOR YOU TO DELIVER SOLUTIONS TO YOUR CLIENTS AND TO ENHANCE YOUR PORTFOLIO OF GEOSPATIAL PRODUCTS AND SERVICES, WHETHER IT'S A SHORT-TERM PROJECT BASED SOLUTION OR AN ONGOING PARTNERSHIP BETWEEN YOU AND YOUR CLIENT.**



# SCENARIOS

## CLIENTS WITHOUT GIS EXPERTISE

Many organizations have some kind of GIS expertise but have not yet developed or implemented an Online GIS. They may have a business requirement to have an Online GIS, they may balk at the idea due to perceived cost and complexity.

With your guidance, you can help them quickly develop and deploy engaging web maps to satisfy their end users.

You can also help take the load off, assisting with updates or developing new maps and applications as their organizational needs grow.

## CLIENTS WITH WELL DEVELOPED GIS CAPACITY, BUT LACKING ONLINE GIS

A customer with no GIS expertise might have a geospatial problem to solve, but does not have the data or tools to pull it all together.

Typical examples would include mapping franchise areas or sales territories belonging to one franchisee or sales rep.

By sourcing the required boundary data and perhaps census data, then you can readily develop a system that can be maintained online either with your assistance or by the client themselves.

## CLIENTS WITH LIMITED GIS CAPACITY & LIMITED BUDGET

Typically, this customer would have well developed requirements that might include desktop and server components, but lacking a web GIS.

As as a Partner, you can help them to understand whether Mango meets their requirements and how it fits into their overall vision.

Requirements can sometimes be rather ambitious, so you will be able to help them to understand what Mango can and cannot do and whether it is a good fit for them.





## SUCCESS STORY



 **BUSINESS GEOGRAPHICS**  
 **BRISBANE, AUSTRALIA**

 **[BUSINESSGEOGRAPHICS.COM.AU](http://BUSINESSGEOGRAPHICS.COM.AU)**  
 **[QIKMAPS.COM.AU](http://QIKMAPS.COM.AU)**

Business Geographics helps businesses unlock the strategic value of geographic information to improve business processes, acquire customers, manage growth and make more informed decisions.

Specialising in research for the childcare and education sectors, welfare and not-for-profit sector, property, and franchising, Business Geographics build custom interactive maps for subscribers to view their business data (such as stores, customers and sales territories) and a host of third-party demographic data via an easy-to-use online map.

-  Demographic Reports
-  Market Analysis
-  Customer Database Mapping
-  Demographic Profiling & Segmentation
-  Targeted Geo-Marketing
-  Territory Mapping
-  Location Strategies
-  Custom Mapping & Data Supply



## POSITIVE OUTCOMES

Mango has enabled Business Geographics to develop innovative mapping products and services for our clients. It's helped us turn some of our services into subscription-based products and develop self-service data and analysis tools for our clients.

The Mango platform lends significant diversity and credibility to our offering.

This includes:

- ⊕ The development and management of online maps for our clients (for non-gis savvy clients)
- ⊕ The commercialisation of proprietary datasets via a subscription model
- ⊕ The development of informative maps for a wider audience to increase our brand exposure.

## THE CLIENT WINS

Our clients love the maps we build for them using the Mango platform. They especially love the ease-of-use and the intuitive interface.

Because we can build and deploy a complex map quickly they can get the answers they need fast. The information they need is always available when they need it – including on mobile.



**“WE SPENT MANY YEARS LOOKING AND WAITING FOR A SOLUTION LIKE MANGO TO HELP GROW OUR BUSINESS.”**

—PHIL HENRY, MANAGING DIRECTOR, BUSINESS GEOGRAPHICS

## RAPID & RELIABLE DEPLOYMENTS

It's ease of use, reliability and performance, scalability, affordability and functionality.

Mango is the quickest way to share spatial insights with non-GIS users.

It has enabled our business to develop web-mapping capabilities without the headaches associated with developing, hosting and supporting our own system.

As a long-time user of Mango I've also been impressed by the on-going development and continual improvements added to the platform.

## RESPONSIVE AND PROACTIVE

The team at Mango have always been helpful and responsive. Any problems we have experienced (which are rare) have been swiftly dealt with.

It's clear that the team at Mango care about their product and their customers experiences. They always bend over backwards to make sure the issues are resolved quickly.

## MANGO WORKS FOR US

We spent many years looking and waiting for a solution like Mango to help grow our business. Most of our clients are non-technical and have limited experience with GIS, and Mango is the

perfect introduction to GIS for them. I would recommend considering Mango as an affordable solution for delivering web-based maps quickly.

I like the analogy that Mango use, "sometimes it's better to use a scalpel than a swiss army knife". Mango delivers all the functionality that we and our clients need.

## A PARTNERSHIP INTO THE FUTURE

I would like to congratulate Chris and the rest of the team at Mango for their excellent product and look forward to seeing where they take Mango in the future.



**PARTNER PROGRAM**



**Mango**



# THE MANGO PARTNER PROGRAM MAKES DELIVERING CLIENT SOLUTIONS QUICK, SIMPLE, AND PROFITABLE

---



THE MORE YOU SELL, THE MORE YOU SAVE! WITH VOLUME BASED DISCOUNTS YOU CAN SAVE UP TO 30% OFF OUR ALREADY COMPETITIVE PRICING.



RESPONSIVE, PERSONALIZED TECHNICAL SUPPORT AND ASSISTANCE FROM A DEDICATED PARTNER MANAGER.



CENTRALIZED ACCOUNT MANAGEMENT AND BILLING DASHBOARD FOR SIMPLE LIFE-CYCLE MANAGEMENT FROM DEPLOYMENT TO HANDOVER.

## READY TO GET STARTED?

CONTACT US AT [SUPPORT@MANGOMAP.COM](mailto:support@mangomap.com)



## ACCOUNT CREATION & MANAGEMENT

### HOW DOES THE PARTNER PROGRAM WORK?

If you develop spatial solutions for clients and deliver web based mapping products you are eligible for the program.

The Mango partner program is free to join. You'll have full access to all services and earn a partner discount for every Mango license you sell.

Want to become a Mango Partner? Contact us and we'll get back to you with the next steps.

Once your Partner account is created, you can create and prepare client accounts yourself and email the account details to your clients.

### DO I NEED TO SIGN AN AGREEMENT?

No, there is agreement to sign to become a Partner.

Once you have registered your interest, we will send you a document offering the Partner discounting scheme and other commitments that we will make to you as our Partner.

### CAN I ACCESS THE CLIENT ACCOUNTS THAT I HAVE CREATED?

Yes, you can access and manage client accounts as if you were the account owner at any time.

### DO YOU OFFER EXCLUSIVITY TO PARTNERS FOR A PARTICULAR MARKET OR GEOGRAPHY?

No, we don't offer exclusivity to Partners for any market or geography.

This is partly due to difficulties in enforcing such a system, and also we believe that your knowledge of your own business area is the real key to your success.

Becoming a Mango Partner offers you the opportunity to enhance your service offering to your clients and deliver them interactive maps that meet their business needs.

### DO YOU REFER SALES LEADS TO PARTNERS?

Yes, we may in some circumstances refer a potential customer to a Partner, particularly if they need assistance in sourcing and preparing data and in the ongoing maintenance of the maps and data.

### WHAT ACCOUNT LEVELS CAN I CREATE FOR MY CLIENTS?

You can create a client account at any plan level:

**Professional, Business, Enterprise, and Agency**

Read more about our account levels at [mangomap.com/pricing](http://mangomap.com/pricing).



## **AS A PARTNER, HOW CAN I GET SUPPORT FROM MANGO?**

We understand the importance of your relationship with your customers, so support requests from partners will be addressed at the highest priority level.

Partners can send support requests to our dedicated team of technical support professionals.

## **HOW WILL MY CLIENTS GET SUPPORT?**

Since you know your clients best and may have been involved in setting up their maps and data, their first port of call would ideally be you, the Partner.

Any support request that we receive directly will be answered, but if it is a map or data issue, we may refer the request back to you.

## **CAN I CREATE A TEST ACCOUNT TO TRY MANGO?**

Yes. You can create a Demo account. Demo accounts are fully functional client accounts, with 30 days deferred billing.

## **HOW IS THE BILLING HANDLED?**

Billing is managed in the Partner Dashboard when creating or editing client accounts.

Client account holders do not have access any billing information.

## **WHEN WILL I BE CHARGED?**

When you create your first client account, we charge the amount due for the subscription immediately.

The day you first create a client account also becomes your "billing day".

When you create a Partner account, you will need to provide your credit card details. Your card will not be charged until you create a client account.

Subsequent Client accounts created on days other than your billing day will be charged a pro-rata amount when the account is created, and then charged in full on the "billing day" of each month (or year(s) for annual and multi-year accounts).

A full summary of charges due and ongoing subscription costs is available in the Client account creation panel.

## **WILL I GET AN INVOICE?**

Yes, immediately after creating a client account you receive an invoice detailing any charges associated with the client, including applicable pro-rata charges.

Each month you will receive invoices for each client on monthly subscription.

Every year on your billing day, or every nth year, you will receive an invoice for Client accounts with annual and multi-year subscriptions.

Reminders are sent 7 days prior to subscription renewal.

## **CAN I UPGRADE OR DOWNGRADE MY CLIENT'S PLAN?**

Yes, you can do this at any time from the Partner Dashboard.

Only the Partner can make changes that affect the billing.

## **CAN I MANAGE THE CLIENT'S ADD-ON USER QUOTA?**

Yes, you can do this at any time from the Partner Dashboard.

Only the Partner can manage the client's premium add-on user quota. The client is responsible for creating and managing their Administrators, Data Editors, and Private Viewers.

# **SUPPORT & BILLING**



## PRICING



### **WHAT DISCOUNTS ARE OFFERED TO PARTNERS?**

Partners are eligible for a tiered discount based on Monthly Volume (MV). The tiered discount range from 10% to 30%, and are offered in addition to Mango's standard retail discounts for annual and multi-year subscriptions.

In selected territories, generous additional discounts may be negotiated. To discuss the current opportunities in your region, please contact our Partner team at [sales@mangomap.com](mailto:sales@mangomap.com) today.







**Security and Privacy are of utmost concern to us here at Mango and hundreds of organizations trust our application with their data to publish tens of thousands of maps.**

### **WHO CAN ACCESS DATASETS?**

By default, all data uploaded to Mango is private.

Users of your maps do not have access to the underlying datasets. All data you upload remains private, accessible by the account owner, unless you specifically change dataset access permissions.

For Professional and Business plan accounts, raw datasets are only accessible to signed-in authorized users.

For Enterprise and Agency plan accounts utilizing add-on users, datasets will also be accessible to invited users whom you have specifically granted access via the Group access settings for each dataset.

Public datasets are available to view on your public portal by anyone, and can be downloaded as a geospatial file by anyone on the internet.

Mango staff do not have access to your raw datasets. Please see our Privacy Policy for further information.

### **WHO CAN ACCESS MAPS?**

Maps are not accessible to anyone outside the account until they are switched online. Once online, external access to your maps is determined by each map's access settings.

Maps can be public, hidden, stand-alone, password protected, or internal.

Internal maps are only accessible to you, the account owner, and to invited users whom you have specifically granted access via the Group access settings for each map.

### **HOW ARE DATA UPLOADS TRANSFERRED?**

All server requests to Mango are sent and received via SSL (secure socket layer) which uses a 256-bit encryption validated by GeoTrust.

## **SECURITY & PRIVACY**





## HOW IS DATA STORED?

Datasets uploaded to Mango are converted into an intermediary format that cannot be opened or read by desktop GIS packages.

Data uploaded to Mango is not accessible by or shared with any third parties.

## WHAT HAPPENS TO DATA WHEN A MAP OR DATASET IS DELETED?

When you delete a map or dataset from your account it is completely deleted from our servers and never stored for any kind of future use.

## WHERE ARE MAPS HOSTED?

Mango uses Amazon Web Services (AWS) for all infrastructure, with servers based in the US.

Map tiles generated from your data are cached and served via the AWS content delivery network with global distribution points to maximize delivery speed – no matter where you or your map users are located.



## HOW RELIABLE IS MANGO?

Mango benefits from the industry leading reliability of Amazon Web Services, and can boast 99.98% uptime thanks to resilient infrastructure and protocols. AWS adheres to more than a dozen US Assurance standards including FedRAMP, FERPA, FISMA, and NIST, and more than 50 global compliance audited certifications, regulations, privacy standards, and frameworks.

All of our servers are monitored 24/7/365. It doesn't matter if it's 3am on Sunday morning or Christmas Day, the moment a server experiences problems, alarms are activated on the cellphones of our on-call technicians.

## WHAT DATA REDUNDANCY PROTOCOLS ARE IN PLACE TO PROTECT DATA?

We take a snapshot of our servers daily and keep each snapshot for seven days. A snapshot isn't just a data backup – it's a complete copy of the server including the operating system and all data.

This means in the unlikely event of a critical failure we can instantly bring a complete copy of the server online.

[PRIVACY POLICY  
MANGOMAP.COM/PRIVACY](https://mangomap.com/privacy)

[SECURITY POLICY  
MANGOMAP.COM/SECURITY](https://mangomap.com/security)

[TERMS & CONDITIONS  
MANGOMAP.COM/TERMS](https://mangomap.com/terms)



## DELIVER OPTIMAL OUTCOMES, MAINTAIN COMPLETE SECURITY

**As with most industries, GIS has a tendency to regard the Cloud with a certain amount of suspicion and trepidation—after all, it's simple for a GIS professional to deploy a single map containing all the public datasets, and keep private data private.**

**But does that provide the best outcome for the users of your maps and data?**

For organizations that do publish maps for external users, the balance between open access and full lockdown is a choice that doesn't have to exist; instead, leveraging secure cloud services like Mango can deliver useful outcomes across all stakeholders and users.

Your organization's geospatial data is your most precious asset, and the thought of putting that data in cloud can raise a cold sweat.

It seems logical that it would be safer to keep data on premises. The physical proximity of desktops or servers are comforting, but what this inevitably leads to is siloed data and limited access for the users your data provides the most value to.

Migrating data from the back room to the front desk via the cloud utilizing elastic infrastructure provides efficient delivery outcomes that allows for increased visibility, analysis, and delivers greater value to a wider set of users.

Keeping sensitive data secure is a core necessity, but by holding out against the cloud just because some data needs to be restricted also restricts your open data that your users really do need.

Multi-tenancy cloud platforms, where many data stores share the same physical infrastructure, also raise the fear that data could inadvertently become exposed to others, including competitors.

Our infrastructure provider AWS is well aware of such concerns and have implemented layers of protection to ensure that you – and only you – have access to your data.

Mango's infrastructure maintenance procedures ensure applications and operating systems are patched and kept up to date, and employee access is secured with frequently changing root and administrator credentials, and multi-factor authentication including device specific sign in. Authentication keys are never stored in public repositories or in a manner which would allow for inadvertent publication.

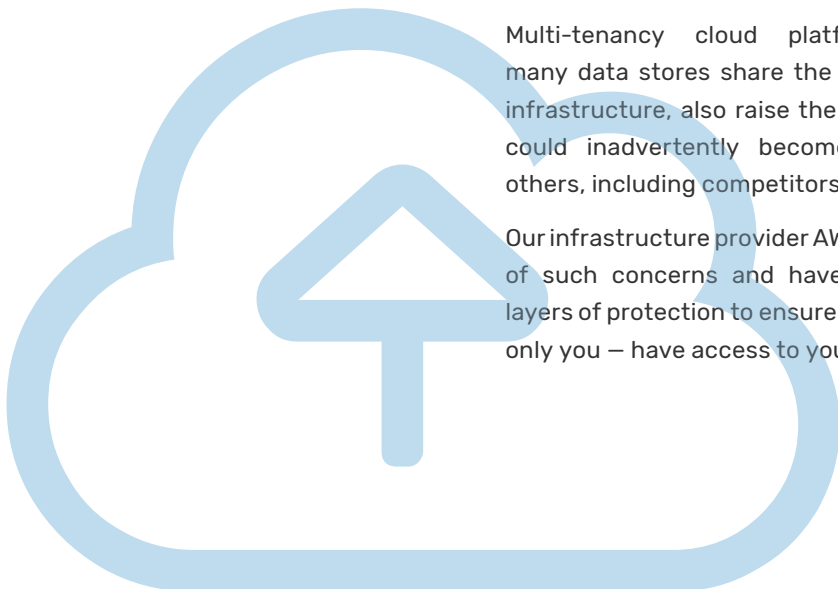
Mango secures your data in a number of ways and provides granular access permissions that ensures only your authorized users have elevated access, and unauthenticated users only see what you have specifically made public.

Map data uploaded to Mango is not stored in its native format. It is converted into an intermediary format that cannot be opened or read by desktop GIS packages, further securing the data contained within.

Data uploaded to Mango is not accessible or shared with any third parties, and when you delete a dataset from your account it is completely deleted from our servers.

While Mango is built to secure your data, it's important to remember where your responsibilities lie, and how best to ensure that potential risk factors are mitigated and appropriate processes are built into your existing data security and governance policies.

**Want to learn more about Mango's data security processes? Get in touch with our customer service team - drop us a line: [support@mangomap.com](mailto:support@mangomap.com).**





## SECURITY & COMPLIANCE

**Robust security is critical for any organization, but a common complaint is that the cloud is simply not secure.**

**Cloud security, however, gains its strength from a seemingly inherent weakness—as a candidate for cyber-attack, the Cloud is an irresistible target.**

With unprecedented amounts of data, users, attack vectors, and distribution of massive amounts of data to a wider geography than any single company or agency has managed before, cloud providers have amassed a wealth of security intelligence over the past few decades that has shaped real world security processes.

Today, these processes are without rival by any traditional means, and most certainly out of reach of small organizations.

In fact, existing in-house infrastructure may be the weakest point in your security processes.

It's not uncommon to find that physical security procedures for locally hosted servers is often neglected.

Consider how many people have had physical access to your locally hosted servers? You and your staff, but then what about cleaning staff, the site maintenance manager, his staff, third party contractors such as builders, pest control.

**How many of these people have been adequately vetted?**

**How often do you review your access authorizations?**

The physical security of Amazon Web Services (AWS) cloud data centers exceeds traditional data center safeguards, and likely exceeds the capacities of most organizations

The core protocols of AWS physical security and protection includes:

- Background checks for all staff with physical/network access
- Review of staff credentials every 90-days
- Full audit log of all interactions with the servers
- Access Control/Intrusion Detection and CCTV Surveillance
- Fire detection and suppression
- Climate and temperature control
- Uninterrupted power supply systems and backup generators for the entire facility
- Storage device decommissioning processes that include degaussing and physical destruction

The IT infrastructure behind AWS is designed and managed in alignment with security best practices and a variety of IT security standards, including:

- SOC 1/SSAE 16/ISAE 3402 (formerly SAS 70)
- SOC 2
- SOC 3
- FISMA, DIACAP, and FedRAMP
- DOD CSM Levels 1-5
- PCI DSS Level 1
- ISO 9001 / ISO 27001
- ITAR
- FIPS 140-2
- MTCS Level 3

In addition, the flexibility and control that the AWS platform provides allows Mango to meet several industry-specific standards, including:

- Criminal Justice Information Services(CJIS)
- Cloud Security Alliance (CSA)
- Family Educational Rights and Privacy Act (FERPA)
- Health Insurance Portability and Accountability Act(HIPAA)
- Motion Picture Association of America (MPAA)
- Secure Network Architecture / Secure Access Points
- Corporate Segregation (servers on a different physical network to staff)
- Fault Tolerant Design (one system goes down a replacement goes up)
- Network Monitoring and Protection

Amazon Web Services complies with more than 50 global certifications, attestations, frameworks and regulations, making it certifiably the most secure cloud storage and compute platform available.

**AWS has proven itself to be a strong cloud partner to many of today's biggest, fastest, and most innovative companies, and Mango leverages the power of AWS to deliver our powerful, secure online GIS platform that makes deploying web maps seriously simple.**



**PARTNER PROGRAM**



**Mango**

**READY TO GROW YOUR BUSINESS?**

**CONTACT US AT [SUPPORT@MANGOMAP.COM](mailto:SUPPORT@MANGOMAP.COM)**