

Roles and Responsibilities

The success of the THiNK Reseller Program depends on clear roles and effective collaboration among all participants.

Reseller

The reseller serves as the primary implementation partner responsible for delivering AI solutions to assigned clients. Responsibilities include completing training, adhering to THiNK technical standards, developing solutions, maintaining project documentation, communicating with clients, and participating in quality assurance activities.

THiNK Partnerships Team

The Partnerships Team manages partner recruitment, onboarding, communication, project allocation, performance monitoring, and overall program administration. The team also ensures that partners receive the resources and support required for successful engagement.

Technical Mentors

Technical mentors guide partners throughout training and project implementation. They provide architectural guidance, code reviews, troubleshooting assistance, and recommendations for best practices to ensure successful solution delivery.

Quality Assurance Team

The QA Team evaluates project deliverables to ensure compliance with technical, security, and performance standards. They conduct testing, identify issues, verify fixes, and approve solutions before deployment.

Client

Clients define project requirements, provide business context, participate in project reviews, validate deliverables, and formally approve completed solutions before project closure.

Each stakeholder contributes to maintaining the quality, professionalism, and reliability of every project delivered through the THiNK Reseller Program.