

MEMO PREMIUM SERVICE PARTNER PROGRAM

Partner Information & Qualification Guide

Introduction

The MEMO Premium Service Partner Program ensures that MEMO clients receive exceptional, secure, and reliable service across high-end retail environments worldwide. Premium Service Partners play a critical role in the planning, installation, maintenance, and support of MEMO access systems.

This document outlines the services partners can provide, the qualifications required, and the business opportunities available.

1. Scope of Services

Premium Service Partners may provide one, several, or all of the services listed below, depending on customer type and project requirements.



1.1 Site Risk Assessment

- Evaluation of criminal threats relevant to the store
- Identification of risk areas in layout and product presentation
- Recommendations for optimal MEMO system placement



1.2 MEMO Product Integration (Planning Stage)

- Determining reader positions for convenient key presentation
- Selecting lock types and defining lock positions
- Choosing secure yet accessible controller placement



1.3 Customized Feature Setup

- Matching settings to expected customer frequency
- Considering store size and sales volume
- Adapting systems to merchandise-specific risk levels



1.4 Supervision of Installation

- Quality control during installation
- Verification of correct setup according to plan
- Adjustment, free-play checks, and final alignment



1.5 System Integrity & Configuration

- Erasing key memory
- Programming access keys and special function cards
- Setting up customer-specific system features
- Creating and handing over complete system documentation



1.6 Sales Staff User Training

- Training in the correct use of access keys
- Correct door-closing process
- Understanding decoration cards and warning sounds
- Using supervisor cards and managing intrusion alarms
- Explaining any custom features installed



1.7 Preventive Maintenance

- Checking & adjusting doors and drawers
- Verifying reading range
- Inspecting keyfobs and special cards
- Ensuring proper controller and cable placement



1.8 Emergency Maintenance

- Remote troubleshooting
- On-site problem resolution
- Supplying spare parts from local partner stock

2. Required Partner Qualifications

To qualify as a MEMO Premium Service Partner, the following competencies are considered valuable assets:



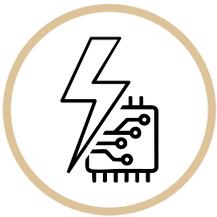
2.1 Security Expertise

- Understanding of criminal threats and theft patterns
- Ability to evaluate and mitigate risks



2.2 High-End Retail Knowledge

- Familiarity with discreet handling of sensitive information
- Understanding standards and expectations in luxury retail
- Awareness of store operations, staff workflows, and service routines



2.3 Technical Competencies

- Electrical installation know-how
- Experience with low-voltage systems
- Understanding of furniture design and mechanical integration

3. Potential Clients & Business Opportunities

Premium Service Partners gain access to a broad and growing market within the luxury retail sector.

3.1 Target Market Segments

Premium Partners can serve a wide range of high-value retail environments where security and refined presentation are essential, including:



- Luxury retail locations across various product categories
- Premium brands with high-end in-store presentation standards
- Watch and jewelry boutiques, where items are small, high-value, and theft-sensitive
- Retailers handling compact, easily concealed merchandise such as accessories or collectibles
- Stores requiring discreet yet reliable access-control solutions
- Environments with elevated security expectations or higher criminal exposure

3.2 Benefits & Opportunities for Premium Partners

MEMO supports partners with several business advantages:

New Business Development

- When a Premium Partner builds a new client, MEMO grants a finder's commission, even if products are later delivered to other countries.

Referrals

- When MEMO receives an inquiry in the partner's region, MEMO will recommend the partner's services.

Visibility & Marketing

- Every Premium Partner receives a permanent listing on MEMO's website, increasing visibility and driving client traffic.

Training & Knowledge

- MEMO provides product trainings, updates, and ongoing know-how transfer



4. Summary

Becoming a MEMO Premium Service Partner provides a strong business opportunity within the high-end retail sector. Partners benefit from:



- High-value clientele
- Recurring maintenance and service income
- Freedom to structure their own service pricing
- MEMO referrals and marketing presence
- Professional training and technical support

Premium Service Partners are essential contributors to the consistent quality, security, and reliability of MEMO installations worldwide.