



Neo4j Partner Program (NPP) Frequently-Asked-Questions

1. What is the Neo4j Partner Program (NPP)?

The Neo4j Partner Program (NPP) is a new global partner program focused on providing members of the Neo4j partner ecosystem with the technical information, sales support and marketing support they need to accelerate their businesses on Neo4j. For Neo4j customers, NPP makes it easier to find and connect with high-quality NPP partners who can help them take full advantage of graph technology.

2. What types of partners are included in NPP and how are they tiered?

NPP is made up of three primary partner types: Technology Partners, Solution Partners and Original Equipment Manufacturing (OEM) Partners. Technology Partners include public cloud platform providers, Independent Software Vendors (ISVs) and others. Solution Partners include System Integrators (SIs), consultancies, Managed Service Providers (MSPs) and others. Solution and Technology partners can attain one of two progressive performance-based tiers: Associate and Premier. OEMs do not have progressive tiers. To see the details associated with each of these tiers, check out this document:

3. Tell me more about the Customer References requirements for all partners under NPP.

All Solution partners at the Associate and Premier tiers are required to have a minimum number of Neo4j Customer References (two references for Associate and four references for Premier). These Customer References can either be public (such as a case study, whitepaper or customer quote) or nonpublic (a contact within the customer organization who can confirm that a given project happened and attest to the quality of the partner's work).

Technology Partners at the Premier tier are required to have a minimum of four Neo4j customer references. They can be public or nonpublic. If nonpublic, a contact within the customer organization is required. Associate tier partners are not required to have a customer reference.

4. What is the timeline for launching NPP?

Currently, all existing partners that wish to join the Associate or Premier tiers are encouraged to apply for pre-qualification via their Partner Managers. This process will allow partners to self-report on its current compliance with the requirements for NPP's Associate and Premier tiers.

5. What are the Technical Training requirements for Solution Partners under NPP?

Solution Partners that wish to qualify for the Associate and Premier tiers under NPP are required to have a minimum number of Neo4j-trained technical staff (two references for Associate and four references for Premier). For partner technical staff to receive credit for Neo4j Technical Training, they must attend a two-hour training session offered by the Neo4j Training and Certifications team. This session covers an introduction to graph databases, data modeling, cypher and operations. Participants are Neo4j Certified upon completion of the course.

6. Are you still offering the Member tier?

NPP will no longer be offering the Member tier. All former Member tier partners can join [the Neo4j Community](#).

7. Tell me more about the required Technology partner video demonstration.

For Technology partners, NPP asks that the prospective partner provide a brief video demonstrating connectivity with Neo4j. This can be short and simple; all we ask is that you can show a live integration between our products. The Neo4j team may reach out for a quick discussion if we have questions.

8. How do I get access to Neo4j software?

You have several options to access Neo4j software, including a free trial of Neo4j Enterprise Edition. If you'd like to skip downloading and configuring your own database, we recommend signing up for [Neo4j Aura™](#), the first fully managed graph database as a service based on Neo4j technology.

To test drive Neo4j, visit [the Neo4j Sandbox](#) or download [the Neo4j Desktop](#).

9. Where can I find more technical information about Neo4j software?

If you are new to Neo4j, you can explore [Developer Resources](#). If you have deeper technical questions, visit [the Neo4j Community](#) or the [Neo4j Knowledge Base](#) to connect with graph experts.

10. What level of technical support is provided to Technology Partners?

Support will vary, please reference your partner agreement for more detail.