

 Malwarebytes

TECHBENCH

PROGRAM GUIDE

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Introduction

Welcome to Malwarebytes Techbench!

The computer services industry is important to Malwarebytes. We recognize relationships built with technicians and repair shops within this industry have been key to our rapid growth as a company. We depend on technicians like you to provide our mutual clients with valuable, timely, and accurate support and advice in challenging and often changing environments.

With this in mind, we have designed Malwarebytes Techbench, a new Malwarebytes technician and tech shop partner program (referred to in this Program Guide as “Techbench”) to grow this relationship even further.

Techbench provides unique and powerful tools, as well as resources to enhance your experience in the computer services industry. We not only aim to make fighting for a malware-free existence easier, but we will also make it easier and more profitable for you to provide Malwarebytes to your clients.

More specifically, joining the Techbench program will help you build your business with Malwarebytes resources, such as sharing knowledge and best practices with like-minded technicians, access to an all-in-one package of utilities built specifically for technicians, and benefits and rewards designed to compensate you for converting your clients to Malwarebytes Premium users.

The Techbench program is open to all computer repair shops who provide technology support services and malware removal assistance to their clients. It is not intended for businesses who provides internal IT help desk functions or operate within a corporate environment. Please note, this Techbench Program Guide is to be read in conjunction with the Malwarebytes Techbench Program Agreement.

Together, we have a chance to enhance our collective business and bottom lines. Join us in our vision to ensure everyone has a right to a malware-free existence.

Sincerely yours,

Marcin Kleczynski
Chief Executive Officer
Malwarebytes

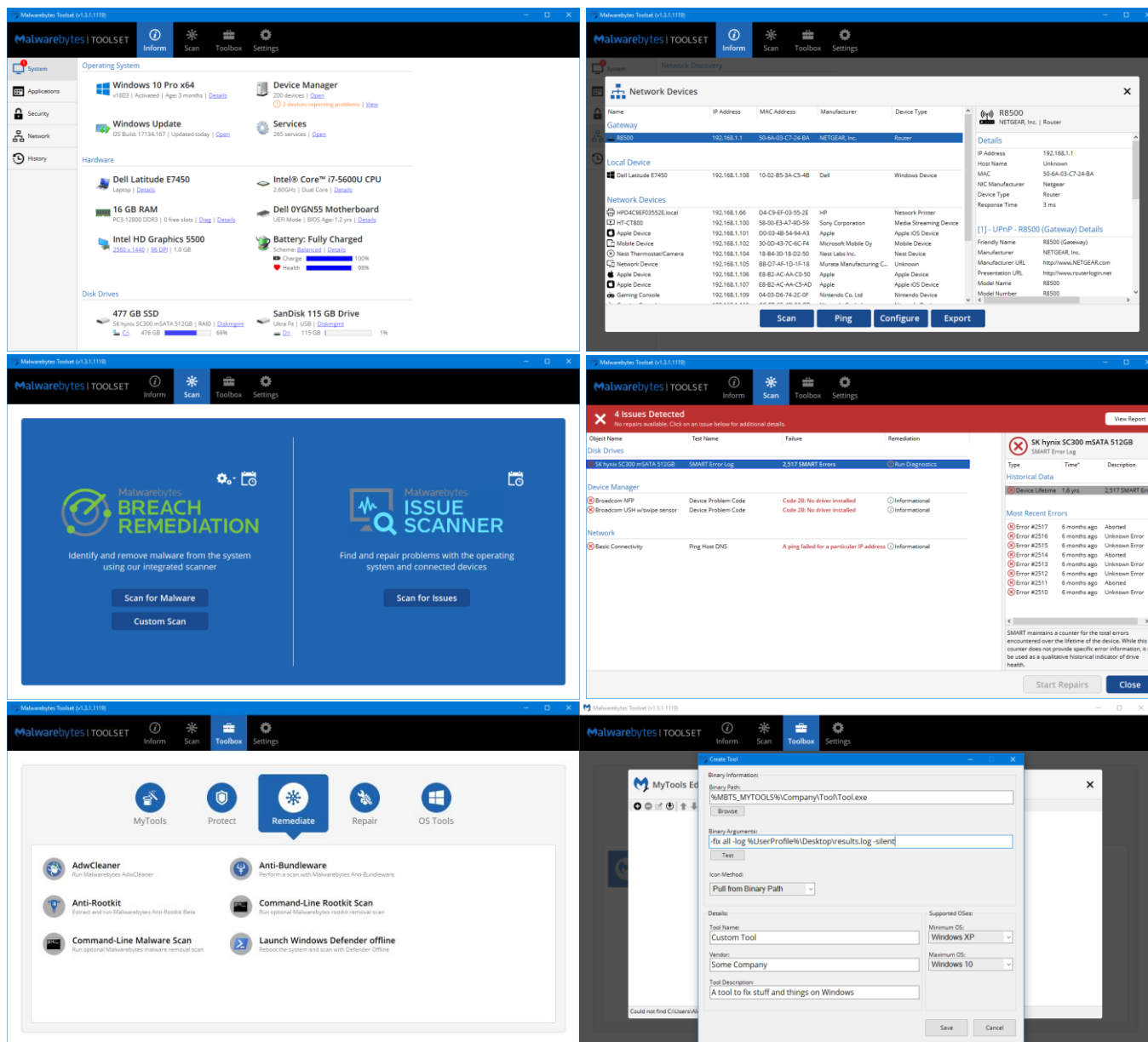
What is Malwarebytes Techbench?

Malwarebytes Techbench enhances the technician experience through a unique and powerful set of resources. These resources are broken into three groups:

1. Malwarebytes Toolset
2. Malwarebytes Techbench Partner
3. Malwarebytes Techbench Community

Malwarebytes Techbench Toolset

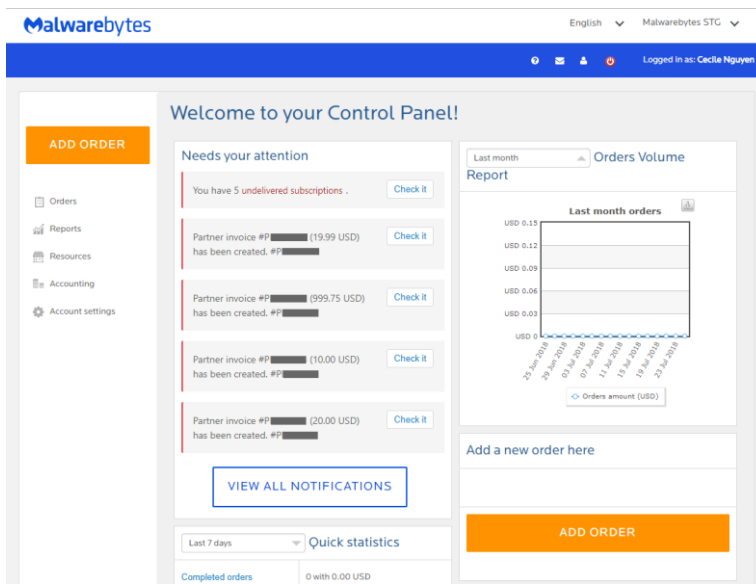
The **Malwarebytes Techbench Toolset** (aka Malwarebytes Toolset) puts AdwCleaner, Breach Remediation, Issue Scanner, Anti-Bundleware, Network Devices Scanner, your own tools, and much more in one convenient place. It's portable, and every tool works offline up to 48 hours after updating. No need to download or install anything, just plug in your USB stick and go!



Malwarebytes Techbench Partner

The **Malwarebytes Techbench Partner** component helps you grow your business by providing a frictionless experience obtaining and reselling Malwarebytes products at a sweet discount.

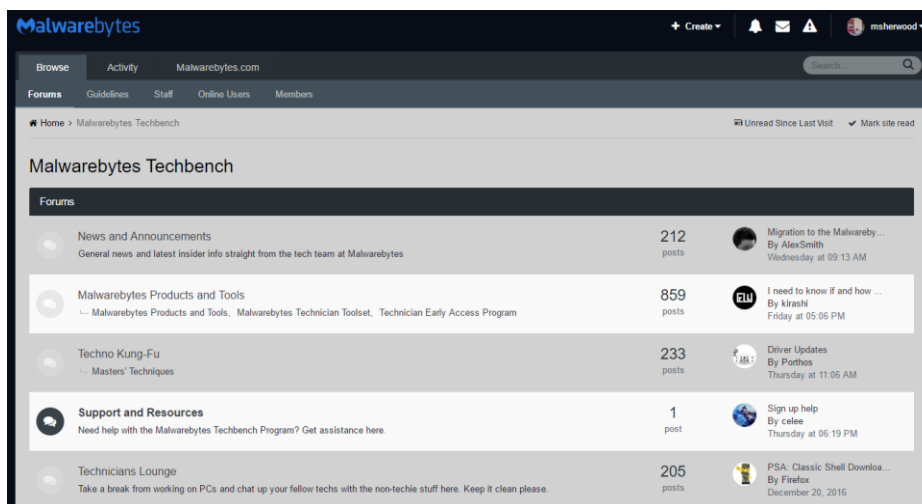
Your Techbench Partner Portal will be your one-stop shop to obtaining the best deal on Malwarebytes products. Pricing is available within the Portal and Community.



Malwarebytes Techbench Community

The Techbench program will foster an amazing **Community** of like-minded technicians and tech shop owners through a dedicated area of the Malwarebytes forums. This special forum allows you to share knowledge, resources, and best practices while providing direct feedback on how our products are working for you and your clients.

Do you like prototypes and sharing ideas? We do! Head over to the Technician Early Beta Access Program area to see what we're working on, and help us make it awesome.



Why should you join?

The world of computer repair is an ever-evolving and complex industry that requires a unique set of resources in order to survive. Malwarebytes has always valued technicians, and we want to show our appreciation by solving some of your challenges.

Our research has shown some of the biggest struggles lie in the following areas:

Wrong tools, no tech licensing

- Finding a toolset that is both comprehensive and straightforward, and that you can trust to solve more problems than it creates is difficult. And what about technician licensing? Don't get us started. Malwarebytes Techbench solves this.

Effective and efficient processes

- Running a profitable support business can be difficult when your tools require an install or take an inordinate amount of time to complete. And then you have to do this for multiple tools. Malwarebytes (portable) Toolset can help streamline your work flow and ensure you're operating a cost-effective and efficient level.

Vanishing profit margins

- Making your support business profitable is complicated. New PCs appear to cost less than a repair, labor costs are going up, margins are lowering, and the industry is ever-evolving. Malwarebytes Techbench can help.

Confusing and rigid technician programs

- You might only want to be a reseller. You might only want to be an affiliate. Or you might want to be both. But what if you only want to purchase technician software? Do you need to sign up to be an affiliate first? Or was that a reseller? Malwarebytes Techbench makes it simple.

To solve these things, Malwarebytes created the Techbench program built for technicians by technicians. It provides the tools and resources needed to help you further succeed in the computer services industry.

Malwarebytes Techbench structure

Each membership level has its own specific set of benefits and requirements, as outlined below. Membership in a particular level in the program allows access to resources and benefits specifically designed for that membership level.

Malwarebytes Techbench Basic

This tier is ideal for technicians who want to resell Malwarebytes products to their clients and need access to our freeware technician tools but do not need access to our powerful technician-focused malware remediation tools, specialized toolset, or getting early access to our beta products.

Malwarebytes Techbench Advanced

This tier is ideal for technicians who want everything in the Basic level but want better margins and also need access to technician versions of our malware remediation tools, the Malwarebytes Toolset, and early access to our beta products. Plus, you get 25 licenses of Malwarebytes Premium to resell to your clients.

Here is a high-level overview of what's included with our Techbench tiers:

Benefits	Basic	Advanced
Cost	FREE	\$349
Malwarebytes for Windows and Mac Premium	Standard margins	Mega margins
Dedicated Techbench forum	✓	✓
Malwarebytes Premium (Windows or Mac) not-for-resale keys (5)	✓	✓
Malwarebytes Premium (Windows or Mac) reseller keys (25)		✓
Early beta access program		✓
Malwarebytes Toolset		✓

Requirements and benefits

Below is a detailed breakdown of the requirements and included benefits of our Techbench tiers.

Requirements	Basic	Advanced
<p>Tech shop businesses only Techbench is limited to computer services businesses (aka tech shops) with 10 or less technicians that service external consumer or business end user devices.</p> <p>More than 10 technicians? Have a franchised tech shop? Let's chat! techbench@malwarebytes.com</p>	✓	✓

Benefits	Basic	Advanced
Partnership term	1 year	1 year
<p>Malwarebytes Premium NFR keys We'll hook you up with a key for five Windows or Mac devices that remains valid for as long as we're partners.</p>	✓	✓
<p>Malwarebytes Techbench Partner program You can purchase licenses of our consumer version of Malwarebytes to resell to your clients.</p> <p>Bulk purchase discounts are available. Let's chat! techbench@malwarebytes.com</p>	Standard margins	Mega margins
<p>Malwarebytes sales marketing tools Access to our logos, sales materials, brochures, and personalized shopping cart affiliate URLs to help expand your capabilities to offer our products.</p>	✓	✓
<p>Malwarebytes Premium - Techbench partner bundle Includes 25 individual Malwarebytes Premium reseller keys. All keys are 1-year, 1-device (Windows or Mac), activate upon redeem and non auto-renew.</p>		✓

Tools and Toolset		
<p>These tools were designed to help technicians and tech shops with malware remediation and computer repair. All tools include specialized technician licensing and access to the latest version of said tool.</p>		
Benefits	Basic	Advanced
AdwCleaner	✓	✓
Chameleon	✓	✓
StartUpLITE	✓	✓
FileASSASSIN	✓	✓
RegASSASSIN	✓	✓
Malwarebytes Early Beta Access Program Early access to Malwarebytes tools and products to help shape our futures together.		✓
Malwarebytes Techbench Toolset An all-in-one portable utility to diagnose, repair, and secure Windows PCs: <ul style="list-style-type: none"> • Inform – quick system details • Malwarebytes Breach Remediation – remove malware via a GUI or CLI (Windows or Mac) • Malwarebytes Issue Scanner - resolve device and OS issues • Malwarebytes Anti-Bundleware – remove unneeded bloatware from PCs • MyTools - integrate your own tools into the UI • Network Devices Scanner – quickly discover devices on the local network • Additional Malwarebytes products – secure and remediate PCs 		✓

Community		
Benefits	Basic	Advanced
Malwarebytes public community	✓	✓
Malwarebytes Techbench newsletter	✓	✓
Malwarebytes Techbench community	✓	✓



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