

Join our Partner Program

Become a Help Scout Partner and unlock the exclusive benefits of being a VIP (Very Important Partner) in our network. Our partner program is designed for companies who've got a knack for selling cloud-based software. If you're motivated, experienced, and have built a strong customer base, let's work together to grow your wallet share!

Why sell Help Scout?

With a focus on simplicity, scalability, and customer-centricity, Help Scout stands out as the go-to customer communication platform for small to midsize organizations. Help Scout is the only company to support unlimited users, unlimited AI, and unlimited messages. Here are 10 reasons why you should join our partner program now:

Build a recurring revenue stream:

As an authorized Help Scout partner, you are eligible to receive benefits to support your sales and marketing efforts, including up to 25% in product discounts for customer acquisitions and renewals, an average of \$2,500 in software revenue per sale.

Co-sell support and lead sharing for partner-led sales growth:

Get co-sell support to enable your sales team to win, and gain access to leads in industries served by Help Scout partners.

Access a large market with a horizontal solution:

Customer Experience (CX) is a ~15\$B market, growing ~12% YoY. Organizations in every industry need to provide customer and stakeholder support.

Tailored for SMB's, SLEd agencies, and nonprofits:

Unlike generic email providers or complex enterprise solutions, Help Scout is specifically designed for small to midsize organizations. It's quick to set up, easy to use, and offers powerful features to streamline stakeholder interactions. Plus, it's so simple to get up and running that your customer can send their first reply in just 15 minutes, and become power user in a day.

Program Benefits

Product discounts

As a partner selling Help Scout, you are eligible to get exclusive access to product discounts of up to 25%—ensuring not only profitability but also a competitive edge in the market.

Partnership support

You'll get Access to Help Scout's Partner Portal and direct support from our Partner Team.

Education & learning

Get up to speed fast with our quick onboarding plan—complete with a guide, sales overview, sales training video, and more.

Quick time to revenue:

You should land your first Help Scout sale within 30 days, given our 2-3 week sales cycle.

Open new services opportunities:

Provide onboarding, training, integrations and other professional services to get your customer up and running.

Setting the standard for customer-centricity:

With our Net Promoter Score of 31, surpassing our competitors' score of 2, we showcase our commitment to excellence. In today's competitive landscape, retaining customers or satisfying constituents is paramount. Your customers will be able to build long-term relationships with improved response times, personalized interactions, and exceptional customer experiences.

Reliable and here to stay:

We've been in business for 12 years and counting. We have 99.9% uptime, and we are GDPR and SOC2 compliant.

Ongoing support and resources:

With Help Scout, your customer is not just getting a platform, they're gaining another partner in their journey towards customer excellence. You and your customers will benefit from top-notch support, extensive resources, and expert guidance every step of the way.

Trusted by thousands:

Over 12,000 delighted customers rely on us for their customer communication needs.

Sales support

Access co-sell support for your first few Help Scout opportunities to ensure you hit the ground running.

Reliable technical assistance

Explore our Help Scout platform firsthand with demo environment access and test and learn with our range of Help Scout products.

Amplified brand visibility & marketing support

Enhance your brand's reputation with Help Scout's credibility—use our marks, logos, customer stories, social media templates, and engage in collaborative co-branded marketing activities and campaigns.

Take the next step in your journey as a Partner with Help Scout.

Join our program and elevate your earning potential while providing top-notch customer support solutions to your audience

[Apply to the program today](#)