

SecurEnvoy Managed Service Provider Guide



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SecurEnvoy has 20 years experience and during that time we have worked with some fantastic customers. By listening to their needs and the industry as a whole we understand the need for reducing complexity where possible. Our zero-trust approach protects and defends vital business assets with secured access and data protection that reduces administration and simplifies the user experience.

Adam Bruce, CRO, SecurEnvoy

In Partnership with SecurEnvoy

Welcome to the SecurEnvoy MSP Partner On-boarding Guide. With two decades leading the charge in cybersecurity innovation, SecurEnvoy has nurtured and deepened relationships with esteemed Channel Partners, adapting to the dynamic landscape of digital threats. This guide has been created to facilitate your seamless transition into our collaborative ecosystem.

Whether you're venturing into managed services for the first time, considering the inclusion of a Managed Access Management Solution, or seeking to amplify your existing offerings by integrating a state-of-the-art Access Management solution, the SecurEnvoy MSP program is tailored for you.

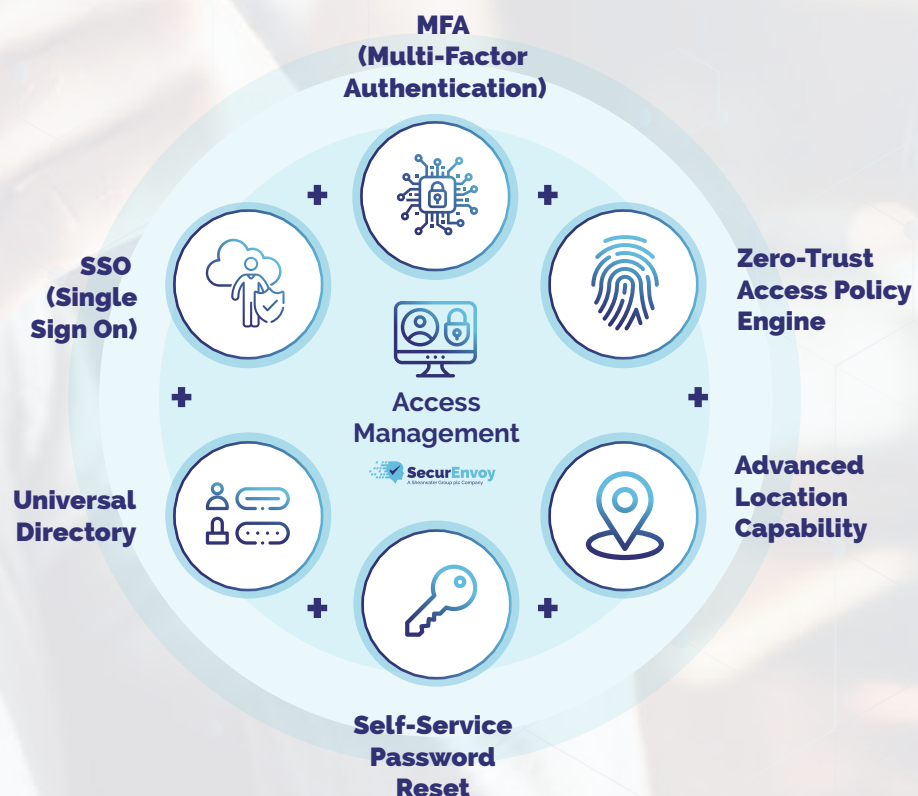
Drawing from our profound understanding of channel partnerships, this program embodies our legacy of expertise. We've reimagined the partnership model, discarding traditional barriers like minimum commitments and rigid contracts. In their place, we introduce a straightforward, consumption-driven, pay-as-you-use billing approach, ensuring flexibility and ease for all our partners.

The SecurEnvoy Access Management Solution

SecurEnvoy's Access Management Solution meets the challenge of managing user access across a wide range of systems and applications. The first step in your zero-trust approach to security. SecurEnvoy's Access Management Solution ensures that only authorised users have access to the information they need, when they need it.

SecurEnvoy's Access Management solution will:

- ✓ Streamline access to applications by users regardless of device or location
- ✓ Secure employee, partner and customer data easily through a single platform
- ✓ Enable you to grant and revoke access when needed ensuring data compliance
- ✓ Reduce administration overheads from helpdesk calls and password reset requests
- ✓ Improve productivity for users and IT staff and reduce resource time and costs
- ✓ Mitigate risk of unauthorised access and aid regulatory compliance



Benefits

- ✓ **Seamlessly Manage All Your Customers Through a Single Dashboard**
Utilise our integrated management dashboard to simplify your interactions with customers. Effortlessly adjust customer counts and seats, while assigning the appropriate access levels to each account - balancing agility with uncompromised security.
- ✓ **Pay-As-You-Go Billing**
Enhance cost efficiency with our flexible pay-as-you-go billing structure. MSPs and their clients only pay for what they consume daily, ensuring both adaptability and value. Say goodbye to manual usage reports; all usage is automatically tracked and invoiced centrally, with invoicing options available either monthly or quarterly in arrears.
- ✓ **Full White-labeling and Customisation**
Tailor the admin and user experiences to your brand's identity by adding logos and corporate colour themes, providing a fully customised and cohesive access management solution.

Features

- ✓ **Single-Sign On (SSO)** - Simplify the user experience by offering SSO capabilities, reducing password fatigue and helping to enhance productivity.
- ✓ **MFA & Passwordless Authentication** - Choose the ideal authentication method tailored to different user types, specific use cases, and security levels from a comprehensive range of options, including the FIDO2 passwordless authentication options.
- ✓ **Conditional Access Policy Engine** - Implement granular control over user access with a flexible policy engine. Define access conditions based on user attributes, device status, location and more; allowing for dynamic and adaptive access control.
- ✓ **Advanced Location Awareness** - Enhance security measures by utilising geo-fencing to designate specific 'safe zones' for user logins, ensuring tailored and location-specific access control.
- ✓ **Self-Service Password Reset** - Reduce the amount of password reset calls to helpdesk with self-service password reset (SSPR).
- ✓ **Helpdesk Verification** - Strengthen the security of account modifications by robustly authenticating users who contact the helpdesk. Utilise a one-time passcode to ensure that account changes are authorised and secure.
- ✓ **Universal Directory** - Unify user identities across the entire infrastructure; providing a single, reliable source of truth, and simplifying identity management across multiple systems and applications.
- ✓ **User Access Reporting** - Generate detailed reports; providing a centralised overview of application access, and ensuring complete transparency of system usage and user activity at all times.
- ✓ **Flexible Deployment Options** - Choose from SaaS or dedicated Private / On-Premise.
- ✓ **Diverse selection of authenticators** - This includes software tokens, TOTP, FIDO hardware tokens and SMS options.

Working Together

Purchase Order

To initiate your Managed Service Agreement, an open purchase order is required. In this context, "open" indicates that the purchase order does not specify any prices or quantities. All communications and invoicing will reference both the purchase order number and your SecurEnvoy customer reference number for clarity and consistency.

Pay-as-you-Go Billing

The Pay-as-you-Go billing model calculates charges based on the daily aggregate consumption of user licenses across all customer tenants.

Usage is accumulated monthly, and invoices are issued either monthly or quarterly in arrears, reflecting the total consumption during each respective period.

The consumption of a license is designated by a managed user within the SecurEnvoy Access Management Platform.

Invoicing will be conducted in line with the MSP Pricing Document provided alongside this agreement, which includes specific volume discount price breaks.

Term

There's no binding term commitment. Should the platform report no consumption, no invoice will be issued, and consequently, no payment will be expected.

Partner Terms Addendum

The terms of becoming a SecurEnvoy Managed Service Provider are an addendum to the full terms of Partner Programme covered. This Addendum is respected as your authority to commit to becoming a SecurEnvoy Managed Service Provider and agree to the terms accordingly.

End User License Agreement (EULA) and EULA Updates

All EULA terms and conditions apply to the MSP and End User's use of the SecurEnvoy Managed Service Provider. The EULAs are provided at the point of delivering the service and at the point of activating a license. SecurEnvoy may update EULA terms at any time.

Responsibility for Your Accounts

SecurEnvoy Managed Service Provider (MSP) is responsible for all activity within MSP's accounts, including dealings with third parties that take place through your account or associated accounts. MSP must keep accounts and passwords confidential. SecurEnvoy Managed Service Provider (MSP) must inform SecurEnvoy immediately about any possible misuse of accounts or any security breach.

Service Details

Partner Details

Company Name	<input type="text"/>
Address	<input type="text"/>
Website URL	<input type="text"/>
Distributor	<input type="text"/>
Phone Number	<input type="text"/>
Email	<input type="text"/>

Finance Contact Details

Name	<input type="text"/>
Position	<input type="text"/>
Email	<input type="text"/>
Phone Number	<input type="text"/>

Service Owner Contact Details

Name	<input type="text"/>
Position	<input type="text"/>
Email	<input type="text"/>
Phone Number	<input type="text"/>

MSP Primary Administrator Contact Details

Name	<input type="text"/>
Position	<input type="text"/>
Email	<input type="text"/>
Phone Number	<input type="text"/>

Service Details

NFR License QTY Required	<input type="text"/>		
Billing Frequency	Monthly <input type="checkbox"/>	Quarterly <input type="checkbox"/>	
Deployment Type	Cloud <input type="checkbox"/>	On-Premise <input type="checkbox"/>	

Δ If On-Premise / Private Cloud Deployment option is selected, SecurEnvoy Technical Services will be in contact to arrange a scoping call prior to deployment.

If SaaS Deployment, please select required stack

London, UK <input type="checkbox"/>	Ohio, United States <input type="checkbox"/>
Frankfurt, Germany <input type="checkbox"/>	Request Other <input type="text"/>

Requested Tenant URL	<input type="text"/>
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By signing this document you hereby agree to the SecurEnvoy Terms and Conditions.

Date	<input type="text"/>
Name	<input type="text"/>
Position	<input type="text"/>
Email Address	<input type="text"/>
Signature	<input type="text"/>

Next Steps...

01

Complete, sign and return this Managed Service Provider Agreement, along with Open PO.

02

Following receipt and approval of application to become a SecurEnvoy MSP, a tenant will be setup on your behalf, details of which will be sent with login details to the MSP Administrator details provided in the MSP Agreement.