



MSSP

Programme

FAQs



EXCLUSIVE
NETWORKS

MSSP Programme

FAQs

What is the minimum order quantity?

- ▶ You can deploy from 1 license.

What is the minimum term?

- ▶ The minimum term is 1 month.

Who owns the license?

- ▶ The MSP Partner owns the license.

Can I use this portal for NFR or POC?

- ▶ No – this must be done through a separate route, contact Exclusive Networks to organise NFR and POC licensing.

Who is responsible for support?

- ▶ The MSP must deliver line 1 support, and raise tickets on Exclusive Networks for line 2 support when required, if needed Exclusive Networks will then escalate line 3 to SentinelOne.

Which products are available on the platform:

- ▶ At launch, Singularity XDR Control and Complete will be available through the portal. We will be looking at adding other SentinelOne products later this year.

Do I need to sign SentinelOne's MSP Partner terms to sign up?

- ▶ No – the only requirements to sign up to the MSP platform are: an Exclusive Networks Credit or Proforma account; Signing of the "SentinelOne MSSP supplemental partner terms" and signing of the XOD platform terms.

Is there a cost to sign up to the platform:

- ▶ There are no sign-up costs to start using this service.

How do I pay?

- ▶ Direct Debit is the preferred method of payment to bring automation, ease and speed to the offering. You can also pay by BACs.

What is X-OD and why is it required for billing?

- ▶ X-OD is the Exclusive Networks consumption-based billing platform which is utilized to bill our MSP partners based on their usage.

What other products are available on the X-OD platform?

- ▶ You can also consume Fortinet, Palo Alto Networks and Proofpoint Essentials. There is a minimum term of 3 years on both Fortinet and Palo Alto Networks but only a 1 month minimum term for SentinelOne.