SOPHOS
Partner Program

Sophos MSP Connect Flex Licensing Guide

Contents

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Overview

Sophos MSP Connect Flex provides you the option of integrating service-based pricing into a single monthly billing report that is delivered through Sophos Central – Partner Dashboard. Sophos Central integrates with popular PSA tools for billing, maximizing the return on your investment by integrating directly with tools you already own. MSP Connect Flex puts you in control of how and where licenses are distributed while allowing you the flexibility to offer competitive pricing that maximizes your margin.

Flex Product Portfolio

Intercept X
Next Gen Endpoint security to prevent, detect, investigate and remediate

Intercept X with EDR
Intercept X integrates the industry's top-rated malware detection and exploit protection with built-in endpoint detection and response (EDR).

Managed Threat Response
Endpoint and Server Managed Threat Response (MTR) provides 24/7 threat hunting, detection, and response delivered by an expert team as a fully-managed service

Secure the Endpoint (PC/Mac)
Next Gen Endpoint security to prevent, detect, investigate and remediate

Secure the Perimeter XG
Ultimate enterprise firewall performance, security, and control

Secure the Servers
Protection optimized for server environment (physical or virtual): Application Control / CryptoGuard

Protect the Data
Simple-to-use encryption for a highly effective last line of defense against data loss

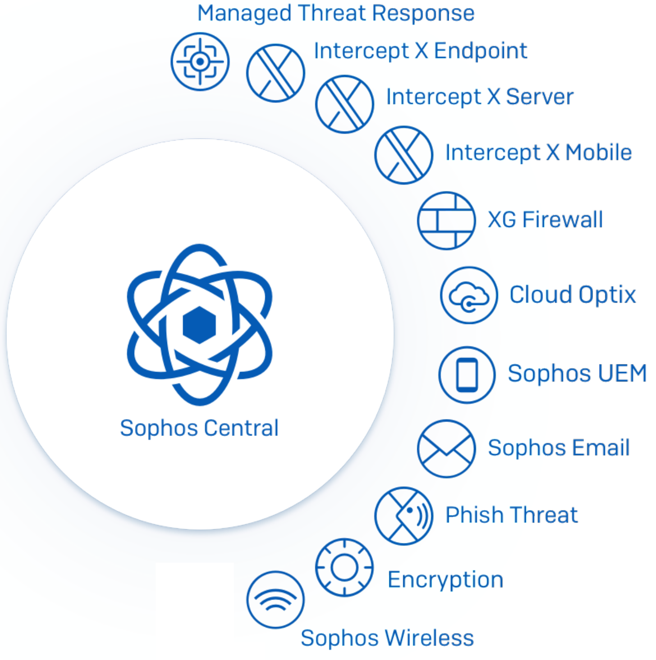
Secure the Wireless
Super secure, super easy Wi-Fi

Phish Threat
Security Awareness Training for end user customers.

Secure the Email
Proven email security for business continuity

Secure the Mobile Device
Secure smartphones and tablets just like any other endpoint: MDM, Containerization, Kiosk

Secure the Cloud
Cloud security monitoring, analytics, and compliance automation"



Sophos MTR Service Tiers

Sophos MTR features two service tiers (Standard and Advanced) to provide a comprehensive set of capabilities for organizations of all sizes and maturity levels. Regardless of the service tier selected, organizations can take advantage of any of the three response modes (notify, collaborate, or authorize) to fit their unique needs. See additional details on response modes on the next page, MSP MTR Flex Offering Specifics.

Sophos MTR: Standard	Sophos MTR: Advanced Includes all Standard features, plus the following:
24/7 Lead-Driven Threat Hunting Confirmed malicious artifacts or activity (strong signals) are automatically blocked or terminated, freeing up threat hunters to conduct lead-driven threat hunts. This type of threat hunt involves the aggregation and investigation of causal and adjacent events (weak signals) to discover new Indicators of Attack (IoA) and Indicators of Compromise (IoC) that previously could not be detected.	**24/7 Leadless Threat Hunting** Applying data science, threat intelligence, and the intuition of veteran threat hunters, we combine your company profile, high-value assets, and high-risk users to anticipate attacker behavior and identify new Indicators of Attack (IoA).
Adversarial Detections Most successful attacks rely on the execution of a process that can appear legitimate to monitoring tools. Using proprietary investigation techniques, our team determines the difference between legitimate behavior and the tactics, techniques, and procedures (TTPs) used by attackers.	**Dedicated Threat Response Lead** When an incident is confirmed, a dedicated threat response lead is provided to directly collaborate with your on-premises resources (internal team or external partner) until the active threat is neutralized.
Security Health Check Keep your Sophos Central products, beginning with Intercept X Advanced with EDR, operating at peak performance with proactive examinations of your operating conditions and recommended configuration improvements.	**Direct Call-In Support** Your team has direct call-in access to our security operations center (SOC). Our MTR Operations Team is available around-the-clock and backed by support teams spanning 26 locations worldwide.
Activity Reporting Summaries of case activities enable prioritization and communication, so your team knows what threats were detected and what response actions were taken within each reporting period.	**Enhanced Telemetry** Threat investigations are supplemented with telemetry from other Sophos Central products, extending beyond the endpoint to provide a full picture of adversary activities.
	Proactive Posture Improvement Proactively improve your security posture and harden your defenses with prescriptive guidance for addressing configuration and architecture weaknesses that diminish your overall security capabilities.
	Asset Discovery For both managed and unmanaged assets, we provide valuable insights during impact assessments, threat hunts, and as part of proactive posture improvement recommendations.

MSP MTR Flex Offering Specifics

MSP must accept the terms of the Flex Connect 2019 agreement.

MSPs must select one service tier (Standard or Advanced) that will apply across their entire customer portfolio. MSPs cannot, for example, purchase Standard licenses for one subset of its customers and Advanced licenses for another.

MSP partners who opt for MTR Advanced are eligible for Scheduled Operations Reviews. These Proactive, regularly scheduled review sessions with MSP and Sophos MTR team are designed to review Response Mode actions and ensure alignment with MSP capabilities, expectations, and overall customer service offering.

The ability for an MSP to assign individual Response Modes to specific end user customers is not currently supported as part of MSP Flex. MSPs have the option to choose from any of the three Response Modes (Notify, Collaborate, Authorize) for managing MTR across the entirety of their customer portfolio. If the MSP selects the “Notify” Response Mode, for example, that Response Mode will apply to all of the MSP’s customers. MSPs do have the option to change their Response Mode and that change will apply to their entire customer portfolio.

Sophos MTR features three Response Modes so MSPs can choose the option that best suits their needs:

Notify: We notify the MSP partner about the detection and provide detail to help them in prioritization and response.

Collaborate: We work with the MSP partner’s internal team to respond to the detection.

Authorize: We handle containment and neutralization actions and will inform the MSP partner of the action(s) taken.

All communications from the Sophos MTR team will go through the MSP. End user customers cannot be assigned as an escalation contact nor can they receive deliverables directly from the MTR team (e.g. Monthly Activity Reports). Only an MSP’s own employees can serve as escalation contacts. MSPs have the option to assign different employees as escalation contacts for specific end-user customer accounts.

Pricing Structure

Pricing is determined by taking the aggregate number of licenses in each of our pricing bands: User Licenses, Servers, Services, Devices and Wireless APs. The number of licenses you have in each group will tell you which price band you will purchase from. As you add more customers, you can reach a higher band and achieve a lower cost per user.

Pricing Bands

Each of the services available through Sophos Central has been categorized into 5 separate groups: User Licenses, Servers, Devices and virtual appliances, Wireless APs, Cloud.

User Licenses: **Intercept X Advanced, Mobile, Web, Disk, MTR, Phish Threat**
1-99 user licenses
100-499 user licenses
500-999 user licenses
1,000-4,999 user licenses
5,000-9,999 user licenses
10,000+ user licenses

Server Licenses: **Server Protection and Intercept X Advanced**
1-24 server licenses
25-99 server licenses
100-249 server licenses
250-499 server licenses
500-999 server licenses
1,000+ server licenses

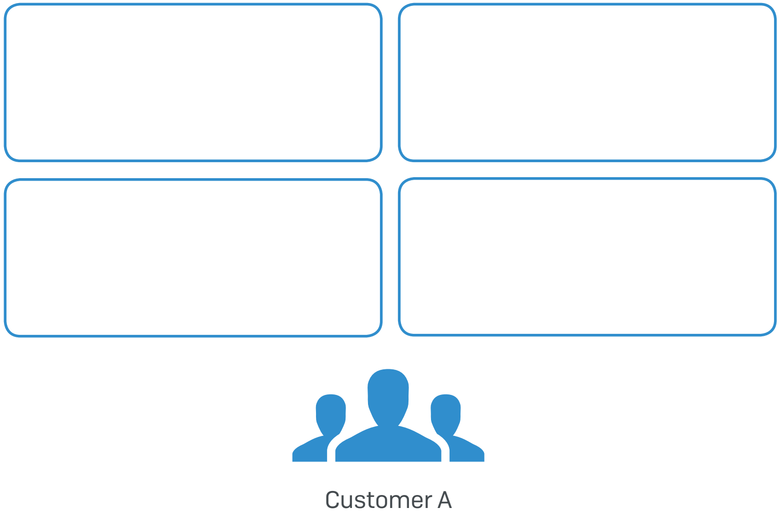
Cloud: **Central Cloud Optix**
1-49 assets
50-99 assets
100-249 assets
250-499 assets
500-999 assets
1000+ assets

Firewall Subscriptions
1-24 devices/virtual appliances
25-99 devices/virtual appliances
100-249 devices/virtual appliances
250-499 devices/virtual appliances
500-999 devices/virtual appliances
1,000+ devices/virtual appliances

Central Wireless
1-24 Wireless APs
25-99 Wireless APs
100-199 Wireless APs
200-499 Wireless APs
500-999 Wireless APs
1,000+ Wireless APs

Band Calculation Example

Customer A



- 100 Endpoint
- 50 Mobile
- 25 Servers
- 5 Wireless
- 2 XG FullGuard
- 50 Phish Threat

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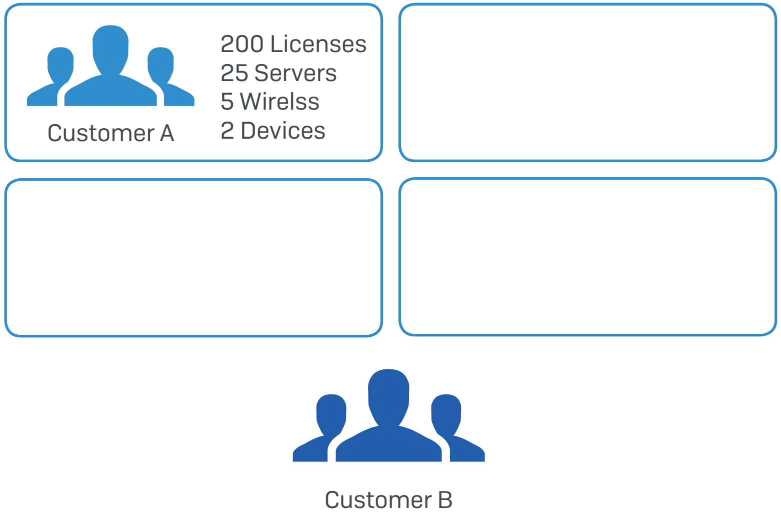
200 Licenses
25 Servers
5 Wirelss
2 Devices

Customer B



- 130 Endpoint
- 20 Mobile
- 5 Servers
- 2 Wireless
- 0 XG FullGuard
- 150 Phish Threat

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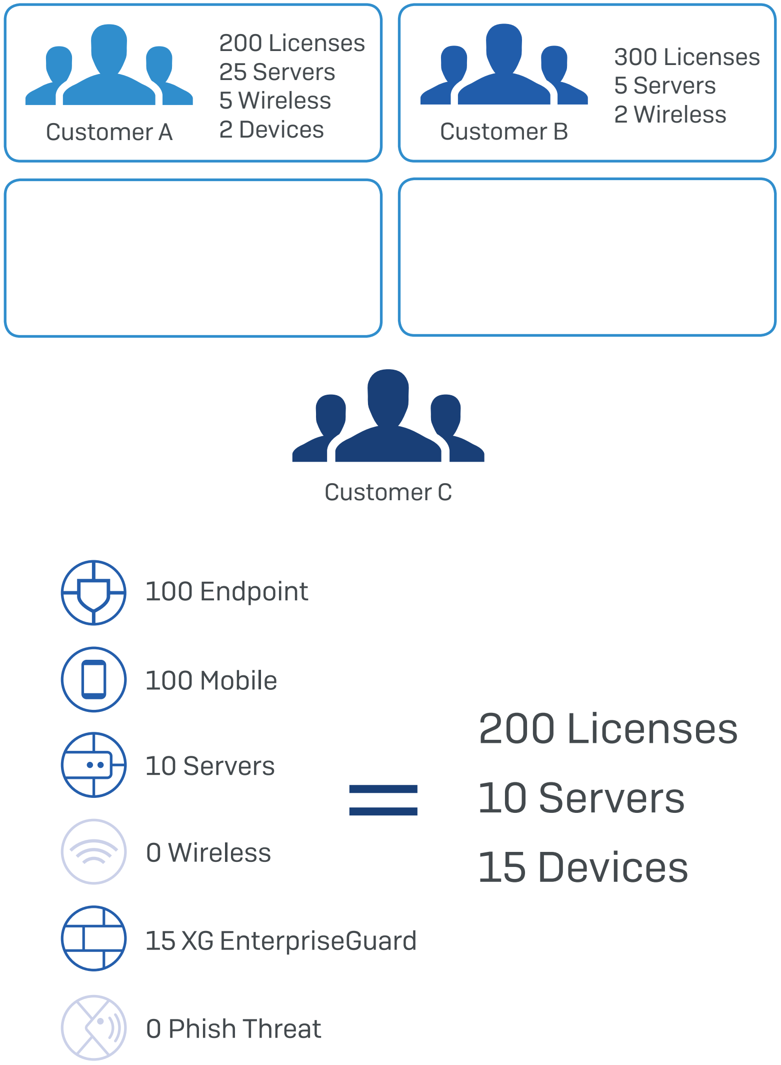
300 Licenses
5 Servers
2 Wirelss

Customer C



Customer A
200 Licenses
25 Servers
5 Wireless
2 Devices

Customer B
300 Licenses
5 Servers
2 Wireless

Customer C

100 Endpoint
100 Mobile
10 Servers
0 Wireless
15 XG EnterpriseGuard
0 Phish Threat

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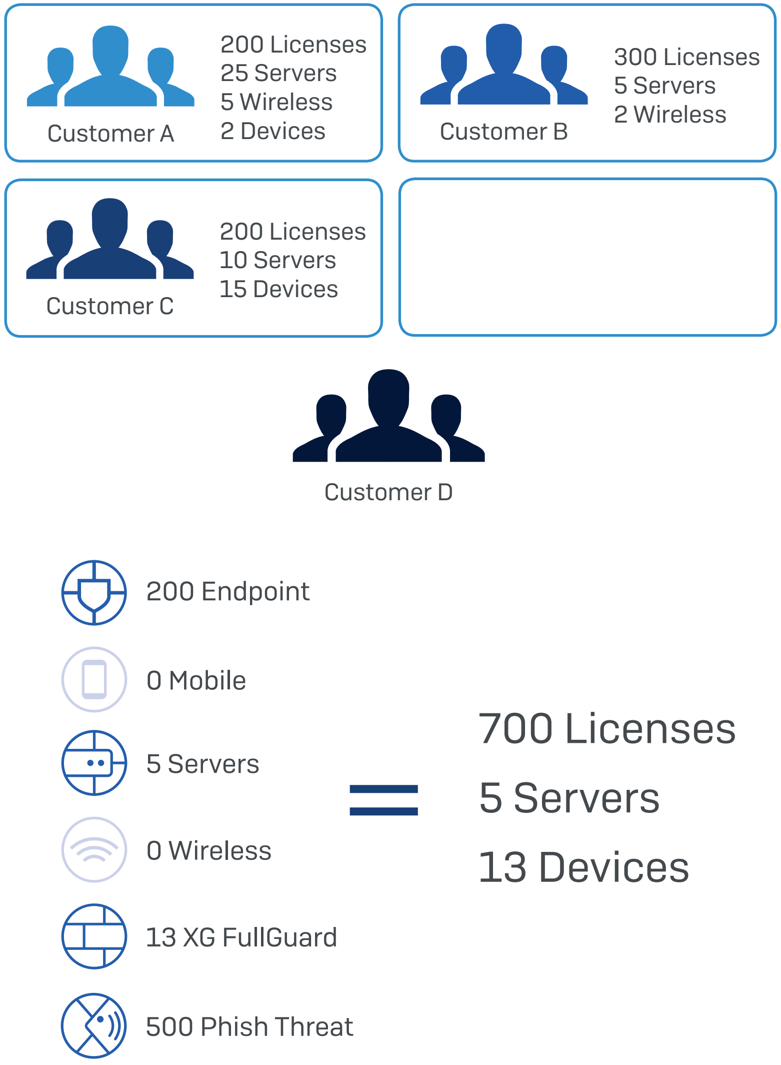
200 Licenses
10 Servers
15 Devices

Customer D



Customer A
200 Licenses
25 Servers
5 Wireless
2 Devices

Customer B
300 Licenses
5 Servers
2 Wireless

Customer C
200 Licenses
10 Servers
15 Devices

Customer D

200 Endpoint
0 Mobile
5 Servers
0 Wireless
13 XG FullGuard
500 Phish Threat

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700 Licenses
5 Servers
13 Devices

MSP Aggregate Totals

Customer	Counts
Customer A	200 Licenses 25 Servers 5 Wireless 2 Devices
Customer B	300 Licenses 5 Servers 2 Wireless
Customer C	200 Licenses 10 Servers 15 Devices
Customer D	700 Licenses 5 Servers 13 Devices

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MSP Aggregate

1,400 Licenses
45 Servers
7 Wireless
30 Devices

To determine which pricing band the MSP will purchase monthly subscriptions, we overlay the aggregate MSP license counts over the pricing band calculation.

User Licenses: Intercept X Advanced, Mobile, Web, Disk, MTR, Phish Threat	Server Licenses: Server Protection and Intercept X Advanced	Cloud: Central Cloud Optix
1-99 user licenses	1-24 server licenses	1-49 assets
100-499 user licenses	**25-99 server licenses**	50-99 assets
500-999 user licenses	100-249 server licenses	100-249 assets
1,000-4,999 user licenses	250-499 server licenses	250-499 assets
5,000-9,999 user licenses	500-999 server licenses	500-999 assets
10,000+ user licenses	1,000+ server licenses	1000+ assets

Firewall Subscriptions	Central Wireless
1-24 devices/virtual appliances	**1-24 Wireless APs**
25-99 devices/virtual appliances	25-99 Wireless APs
100-199 devices/virtual appliances	100-199 Wireless APs
200-499 devices/virtual appliances	200-499 Wireless APs
500-999 devices/virtual appliances	500-999 Wireless APs
1,000+ devices/virtual appliances	1,000+ Wireless APs

Flex Licensing Scenarios

Changing Subscriptions on an XG Appliance or Virtual Firewall

1. Request change in Sophos Central Partner Dashboard
2. Changes will be reflected in Central Partner Dashboard within 30 seconds after new subscription has been selected.

Converting an MSP Flex Account from Monthly to Term:

1. Email your Channel Account Team the MSP Name and Customer Name of the account you'd like to convert
2. Your Channel Team will alert you when the account has been converted back to a trial
3. Keys from a new term order may be applied; no reinstallation is required

Moving or Turning Off XG Appliances (MSP Owned Appliance)

1. To deactivate an appliance, you can simply switch the device off and store it until you need to deploy it again. While the appliance is off, no usage will be recorded and therefore, nothing will be billed against that device until the Firewall is switched back on
2. To move the appliance to a different customer, you can simply:

   a. Log into the Sophos Central Partner Dashboard

   b. Click Firewalls

   c. Choose the Firewall you would like to reassign

   d. Click Assign

   e. Reassign it to the correct customer

   f. Reconfigure as needed for the new customer
3. In this scenario, no interaction with Sophos is needed

Transferring XG Appliances between Customers (Customer Owned Appliance)

1. Contact Sophos Legal (via your Channel Account Team) and request a transfer of ownership agreement for the hardware (provide serial number of appliance)
2. Complete agreement
3. Set up the subscription:

   a. If you plan to run the same subscription with the new customer, there is nothing further to do on that appliance

   b. If you want to run a different subscription follow the steps in "Changing Subscriptions on an XG Appliance" above
4. Purchase or sell through a larger appliance following the standard purchase procedures
5. Request an MSP Flex Firewall license key for that new appliance and activate it following the standard procedures

Licensing with XG Clusters

- **Active/Passive HA Cluster** – Technical support on the passive unit will be provided if the active unit has Enhanced or Enhanced Plus Support on the appliance (FullGuard and EnterpriseGuard both include Enhanced Support, so under the Connect Flex program, the active unit will always be connected to a support plan, and therefore, the passive unit will also be covered). An Enhanced Plus support contract is required for the master (active) unit in order to receive advanced replacement and/or extended warranty for the slave (passive) unit.
- **For APs and REDs** - If the MSP/customer has a valid support contract on their XG appliance (which they should under Connect Flex since it will always be connected to FullGuard or EnterpriseGuard), any RED or Access Points will be covered. If the customer wishes to have an extended hardware warranty for RED and Access Points, the master (active) XG appliance must be covered under an Enhanced Plus support plan.

MSP Connect Flex Hardware Warranty

MSP Connect follows the standard Sophos Warranty Policy, which can be found here.

Terminal Server Licensing

Terminal Services: Windows Remote Desktop or Citrix XenApp, presents a desktop experience to multiple end-users who can access a single server OS concurrently. To set this up:

- Server Protection needs to be installed on the host Server, which would consume either a Central Server Protection or Intercept X Advanced for Servers license, depending on the policy features assigned to the server
- In addition to the Central Server Protection license, you must also ensure that each Terminal Server User is covered by a Central Endpoint License only. Previously unless the enduser had the Central Endpoint Agent installed on their workstation, these endpoint licenses would not show up in the Sophos Central Admin portal. This means that they would not count in terms of MSP billing. Moving forward these Terminal Server Users will be counted in the MSP billing.

Provisioning Licenses

Managing and setting up customers can be done in Sophos Central – Partner. This free management tool gives you visibility across all solutions and customers in one view. With Sophos Central, you can distribute licenses when and where your customers need them, without needing to process a quote or order through Sophos and your distributor. In addition, integration with ConnectWise is available for billing. Learn more about Sophos Central

Setting Up Monthly Firewall Subscriptions

Adding an MSP monthly firewall subscription to a physical XG Firewall appliance or virtual XG Firewall (purchase or monthly) is made through the Sophos Central Partner Dashboard.

1. Select the Firewalls menu within Sophos Central Partner Dashboard
2. Identify the Firewall appliance and choose “Add” under the subscription column. Changes will be reflected in Sophos Central Partner Dashboard within 30 seconds after new subscription has been selected.
3. If there is at least 1 day of usage during a month, identified through telemetry data collection, you will be charged for the license for that month. If no usage is detected during that month, you will not be charged.

Usage Reporting

PRODUCT GROUP	PRODUCTS	ACTIVE STATUS	USAGE CALCULATION
Licenses	Endpoint, MTR, Email, Encryption, Mobile, Intercept X	A user is “active” if any security device reported a status on them in the last billing period	Determined by number of features assigned by policy to active users
Users	Phish Threat	A Service is “active” if at least 1 email campaign has been deployed in the last billing period. Please note: Activity is based on campaign deployment, not when the training is done	Determined by the number of users that receive one (or more) campaigns in the last billing period
Server	Server Advanced, Server Standard	A server is “active” if it has deployed a client, and it sends status on that server	Determined by number of active servers in the last billing period – policies applied determine the level charged (standard/advanced)
Devices	XG FullGuard, XG FullGuard Plus, XG EnterpriseGuard	Active Firewalls are any that have reported telemetry data in the last billing period	MSP subscription SKU determines the monthly charge per device (FullGuard, FullGuard Plus or EnterpriseGuard)
Wireless APs	Cloud Wi-Fi Standard	The device is registered, SSID and AP are configured, and client is connected	Determined by the number of active APs connected to Sophos Central
Cloud	Cloud Optix	An asset is considered “active” and counted if it has seen during the last billing period	Determined by number of active assets in the last billing period

Hardware Procurement

- Hardware must be purchased up front – monthly pricing not available
- Hardware follows our normal ordering and discounting policies and processes
- Discount for HW is determined by the MSP's Partner Level in the standard Sophos Partner Program.
    - i.e. if the MSP is a Gold Reseller in NA, they will get their standard 25% for SMB SKUs and 15% for MME SKUs
    - Deal Reg allowed for hardware orders and term licensing
        - Standard rules apply

Additional Resources:

- MSP Connect FAQ
- MSP Connect How To Guides
- Sophos Central Firewall Manager Partner Guide
- Marketing Materials

Support

SUPPORT BENEFITS	MSP STANDARD SUPPORT	MSP FLEX SUPPORT
Dedicated VIP MSP Phone lines	●	●
24x7x365 Support	●	●

MSP Support Email Address: MSP.Support@sophos.com

Dedicated MSP Lines

REGION	EXTERNAL NUMBER
Germany	+4961158581020
France	+33134348082
UK	+441235461856
NA	+18665413186
APJ	+61 2 9409 9104

United Kingdom and Worldwide Sales
Tel: +44 (0)8447 671131
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North American Sales
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Email: salesasia@sophos.com