



# MSP Connect FAQ

Answering your questions, so you can maximise your business as a Sophos MSP Partner.

- **ONE** security vendor
- **ONE** management dashboard
- **ONE** monthly bill

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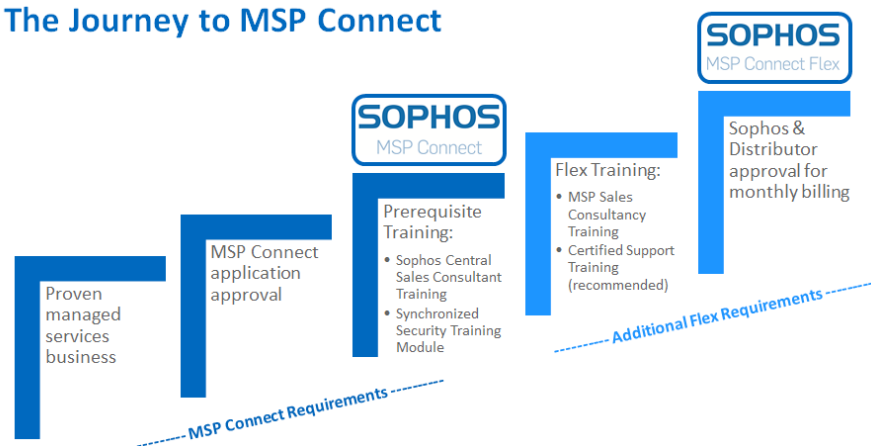
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# MSP Connect Program Overview

## What are the requirements for MSP Connect Flex?

The partner must meet the criteria for a MSP practice and pass financial requirements through the chosen distributor and Sophos.

## The Journey to MSP Connect



## What discount do I purchase Hardware at?

You will follow the standard discount as your partner level permits. Special pricing is available for deal registration.

## I'm already a Sophos MSP – do I need to sign up again?

Yes, there is a new set of Terms and Conditions. Any partner that would like to become part of the MSP Connect Program can register at <http://www.sophos.com/msp>.

## How do I get access to MSP Connect training, and where can I learn more?

The MSP training and certification program can be accessed through Sophos Central by clicking on "Marketing & Training" at the bottom of the left navigation menu.

## Is the completion of Sophos Certified Architect required before starting the service?

Support certification is recommended for MSP Connect and Connect Flex partners, however, it is not a requirement or prerequisite. To achieve Support certification, engineer and architect training and certification are required.

## What type of support do I get with MSP Connect?

Partners that qualify for MSP Connect will receive enhanced support with a VIP phone line. MSP Connect Flex partners will also receive a dedicated technical Account Manager.

## Does our current MSP program co-exist with MSP Connect program? IF YES, do you have any plans of phasing out current programs in the near future?

Yes, the programs will co-exist, but no new MSPs will be admitted into the v1 or v2 program. There is no formal date as to when the MSP v.1 and v.2 programs will end; however, we encourage MSPs to leverage the upsell and cross-sell capabilities of MSP Connect and management through Sophos Central.

# Usage Reporting For Sophos Central products

## How do we know up-to-date usage of monthly licenses?

Sophos Central will track the usage and at the end of each month, Sophos will extract the usage report and compute the aggregates across all products and categories. Sophos will send the usage report to distributor along with invoice. The distributor will then send an invoice to partners with details on their customers and the product usage

## Can we track and see the usage in real time?

Yes, an MSP can login to Sophos Central and view the actual, real-time usage at any time.

**SOPHOS CENTRAL**  
Partner

**Managed Customer Usage**  
View your customer license usage breakdown

Administration ▾ Help ▾ Lavanya Atyam ▾  
%qdph%=%Odydqd#lqf% · Primary Admin

8 All Managed Customers      7 Using Partner Owned Licenses      1 Using Customer Owned License

Search customers... 🔍      [Launch Sophos Central Admin](#)      [License Details](#)

[Export to CSV](#)

NAME & DETAILS ▲	TYPE ▼	ENDPOINT STANDARD ▼	ENDPOINT ADVANCED ▼	SERVER STANDARD ▼	SERVER ADVANCED ▼	MOBILE CONTROL ▼	MOBILE SECURITY ▼	WEB ▼
<b>Usage Totals</b>		8	149	187	4	11	11	78
Alvin Atkinson	Monthly	8		2	1	4	4	8
Ana Inc	Monthly		20					

# MSP Connect – Sophos Central Questions

## How is monthly product usage calculated?

- Each month, usage information is taken from Cloud. This will include all usage within the last 30 days.
- Usage count include users with any active devices associated with them in the last 30 days

## How do I resolve product usage discrepancies?

The Sophos MSP distributors receive full details for each MSP invoice, and can provide details.

## How do I convert my termed customer renewal into monthly?

These customers may be transitioned to monthly at the term renewal date. It would require re-deployment of individual clients and policies.

## How do I migrate a customer from another partner?

A written request from the customer should be provided to Customer Care. The original partner record will be updated, and the partner notified. Manual intervention by Sophos Sales Operations is required. Approval must first be received from all three parties, the existing partner, the customer and new partner.

## Will Sophos Central replace how we are currently accessing our customer Cloud environments, i.e., through the Partner Portal?

You can still utilize the Partner Portal as your start point as it currently stands today, or you can access the Sophos Central Partner page via direct URL: [https://cloud.sophos.com/manage\\_](https://cloud.sophos.com/manage_)

## Will there be any future integration to ConnectWise Agreements for automating billing?

Sophos Central is a certified integrated platform with ConnectWise. ConnectWise customers and agreements will be imported during the PSA sync between Sophos Central and ConnectWise nightly.

## If MSP initiates license for their customer in the middle of the month, is the monthly usage fee for MSP calculated based the number of days the MSP uses the license for in a single month?

If MSP initiates the license in the middle of the month, we will still bill for the 30days. One way partner could manage this is by starting a trial and let the trial run until the first day of the month. This will give the customer full 30days of usage.

## How can an MSP Connect Flex partner create a monthly-usage customer?

An MSP Connect Flex partner can create a monthly customer by clicking the "Create Monthly Account" button on the Sophos Central Customers page. Newly-created monthly customers will then appear on the Manage Customer Usage page.

## Can the monthly license be billed by the day?

Usage reports for Sophos Central will be for the current monthly, Sophos does not pro rate usage within a given month. For example, if a trial is converted to a paying customer on the 3rd day of the month, the MSP will be billed for the whole month, in arrears, at the end of that month.

## Can only MSP Connect Flex partner see "Convert to Paying"?

No. Both MSP Connect and MSP Connect Flex see "Convert to Paying"; however, "Convert to Paying" will convert the trial account into a termed license account. If you want to create a monthly account, click the "Create Monthly Account" button on the Sophos Central Customers page.

## What are the differences between MSP Connect and MSP Connect Flex partners, in terms of functionality in Sophos Central – Partner?

The difference is within the billing capabilities with monthly billing. Other than that the functionality is the same.

# MSP Connect Licensing

Also view licensing guide for a more detailed explanation

**We currently buy through a distributor, would we change to buying directly from Sophos as Sophos Central partners?**

MSP Connect will be available through Sophos distributors globally, with the exception of the UK.

**Can I buy a termed license as an MSP and assign it to different customers?**

No, this is not currently supported.

**What is a managed customer for an MSP?**

An MSP takes care of the security management and administration for the customer, irrespective of how the product license was purchased.

**Are MSP Connect monthly and termed licenses owned by MSP?**

Monthly licenses are owned by the MSP, and is usage based. Term licenses are owned either by the partner, or by customer where the partner manages the licenses on behalf of the customer.

**Firewall monthly – partner would like to purchase EnterpriseGuard / FullGuard – zero cost SKUs and apply the keys?**

Yes, purchasing these zero cost SKU's are how a firewall is identified for billing under the Sophos MSP Connect Flex program.

**Can a customer move from one MSP to another MSP?**

Yes, by making a request to their Sophos account manager. After the new account has been created, the endpoints must be reinstalled.

**Any plans for UTM9x Integration?**

There are no plans to integrate UTM 9x into MSP Connect. Since MSP Connect is based only on products within Sophos Central – SFOS is the only operating system that will be included within the program.

**Does the aggregate billing apply to both monthly and annual term licenses owned by MSP?**

Aggregate billing only applies to monthly usage based billing. All the monthly customers for an MSP partner, we aggregate the usage information across their customers.

# MSP Connect Licensing

Also view licensing guide for a more detailed explanation

## Can MSP create paid license without going through creating trial licenses?

Always start a new customer with Sophos Central trial and convert them to monthly usage based customers or customer purchasing Annual Termed licenses. Partners can purchase Termed licenses and assign it to customers, but it is not recommended, as the partner cannot reassign term licenses to another customer.

## Can we resell Sophos to other MSP's?

At this time we do not have a Master MSP program, but will be looking at rolling one out in the future.

## Will the SafeGuard product be integrated into MSP Connect?

Yes, as soon as SafeGuard is integrated into Sophos Central, we will make it available in MSP Connect.

## What licenses can a MSP purchase via Sophos Central?

- MSPs can convert a trial customer to Monthly usage based customers through "Convert to Paying" (first option). The customer will become a monthly usage based and managed by MSP.
- MSPs can convert a trial customer to purchase a termed licenses for the products through "Convert to Paying" (second option). This will be similar to today – fulfilled by Sophos Order processing like today.



# Third Partner Vendor Integration

## Is there a cost associated to integrating ConnectWise?

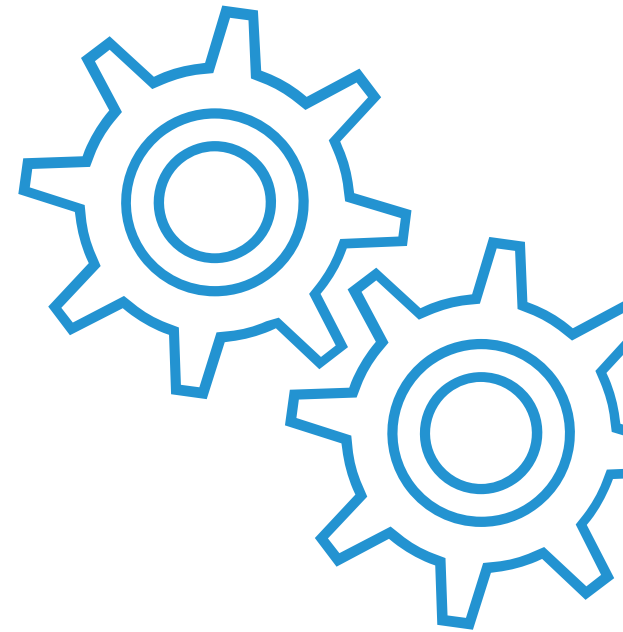
There is no cost associated with the integration into ConnectWise.

## Is ConnectWise the only PSA you integrate with?

We are looking at relationships with several other PSA and RMM vendors and will be expanding our integration options over the coming releases.

## How about a partnership with N-able?

There are no announcements to the RMM providers Sophos will integrate currently.





# MSP Connect & XG Firewall

## How is Firewall usage measured?

Daily telemetry data is collected. If the firewall has been active in the last 30 days, it will be included in the invoice.

## I have built out client list that is being managed in the Partner Portal, my understanding is that MSP Connect is a different portal, can the clients I already have setup there be moved to Connect so I don't have to recreate?

Endpoints will need to be redeployed via GPO or manual process, but the XG firewalls just need to be created in the Sophos Central Firewall Manager.

## Is the new program for XG only?

Yes, MSP Connect is built around SFOS and our XG appliances.

## What about an upgrade path from the 9.x firmware to 10.x firmware?

The current version of SG firmware is release 9.4. Release 10 is not the SFOS XG platform.

## What firewall information is syncing to the PSA?

The XG firewall Heartbeat is Sophos's method of identifying if the firewall is in service. If the XG is configured by the Partner to sync with ConnectWise directly via SFOS configuration method they can collect more asset information.

For more information on Sophos MSP Connect or to apply for our program, visit us at [Sophos.com/MSP](https://www.sophos.com/MSP)

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