

Kaspersky MSP Program FAQ

Kaspersky MSP program overview

- **What is the Kaspersky MSP Program?**

The Kaspersky MSP Program was created specifically to meet the needs of partners who want to grow their managed service offering in cybersecurity – without additional administrative overheads or resources. From physical and mobile infrastructures to virtualized environments, Kaspersky’s comprehensive portfolio can be delivered on-premises or from the cloud.
- **What’s included in the Kaspersky MSP Program?**

The Kaspersky MSP Program includes B2B products and technologies that enable MSPs to provide new security services to their customers, and offers special privileges and benefits. The B2B products included in the program allow MSP partners to build an on-premises as well as a cloud-based security offering to protect their customers’ entire infrastructure.
- **How can I benefit from the Kaspersky MSP Program?**

The Kaspersky MSP Program is designed to help MSPs get up and running quickly, increase the number of new customers and services as well as grow sales revenue. The Kaspersky MSP Program provides MSPs with numerous advantages, including: exclusive access to volume-based pricing, online technical and sales training, sales and marketing materials, standard and premium technical support, with a dedicated MSP territory account manager in some regions
- **How can I participate in the Kaspersky MSP Program?**

Every partner who provides managed IT services and first-line technical support to their clients can register for the Kaspersky MSP Program.
- **How do I join?**

New partners should start by registering for the Kaspersky United Partner Program online at <https://partners.kaspersky.com/>.

Existing United Partner Program partners should go to the MSP section on the Kaspersky United Partner Portal www.partners.kaspersky.com/s/msp, fill in the MSP Application form and accept the MSP Public Agreement before submitting for approval. After receiving approval from your local Kaspersky office, you will be granted a 90-day grace period in which to complete the MSP certification. To achieve MSP Specialization, partners have to watch the MSP sales video and take one of the mandatory technical courses within this 90-day grace period. Online courses are available on the Kaspersky United Partner Portal in the Education section.
- **What’s on the Kaspersky United Partner Portal?**

The Kaspersky United Partner Portal has an MSP section where the onboarding process is fully automated and where partners can track their MSP certification process. Partners can access all the Kaspersky MSP-related content there too, including the sales and marketing materials, technical and sales courses, and the downloadable MSP Program partner logo.

The kaspersky B2B product subscription portfolio

- **What B2B products are available for MSPs?**

You can find a list of all the Kaspersky products available for MSPs here: <https://support.kaspersky.com/corporate/subscription>
- **How can I evaluate products?**

We give MSPs a free 30-day trial for every product.
- **Where can I find Kaspersky's best practices for MSPs?**

All the MSP-related marketing materials (success stories, how-to videos, whitepapers, etc.) are available at these links: www.kaspersky.com/s/msp and www.partners.kaspersky.com/s/msp.

You can also find the Kaspersky Security Center 11 Best Practices for service providers here: <https://help.kaspersky.com/KSC/11/en-US/155352.htm>

Our MSP Best Practices guides for other products will be available soon.
- **How can I participate in the Kaspersky MSP Program?**

Every partner who provides managed IT services and first-line technical support to their clients can register for the Kaspersky MSP Program.

Ordering and pricing in the MSP program

- **How can I start selling Kaspersky B2B product subscriptions?**
 1. Once you've registered for the United Partner Program, you will be able to access the MSP section on the Partner Portal and register on the MSP program – fill in the MSP application form and accept the MSP Public Agreement.
 2. When you receive approval from your local office, you can select one of the authorized distributors and start buying B2B product subscriptions directly from them.
 3. You will be able to place orders either on the distributor's marketplace or on the Kaspersky License Management Portal (LMP).
- **How do I pay for monthly and annual subscriptions?**

You will be invoiced by your distributor, depending on the agreed billing plan. Kaspersky provides monthly subscriptions with a PAYG billing plan and annual subscriptions with an annual billing plan.
- **What is the pricing for subscriptions?**

Volume-based pricing is available for monthly subscriptions exclusively for MSPs: the cumulative number of managed endpoints* (or users/mailboxes, depending on the product) is taken as a base for calculating the price band. The more endpoints you buy, the lower the price you pay. Volume-based pricing is available for all B2B subscription products.
- **Do the recommended discounts for Gold, Silver and Platinum statuses apply to MSP orders?**

The recommended discount in accordance with the Gold, Silver and Platinum partner status in the Kaspersky United Partner Program may be applied to MSP orders by distributors. Partners with these statuses should contact their distributors for final pricing.

Licensing available in the MSP program

- **What license terms are supported in the Kaspersky MSP Program?**

MSPs can purchase monthly and/or annual subscription licenses. Activation codes are provided for subscription licenses. Unlike traditional license key files, the activation code remains the same even if the quantities change. Kaspersky also offers an option for MSPs to own the license, for more flexibility and efficiency with license management and control.
- **Where can I find more information about subscription licenses?**

You can find more information about Kaspersky subscription licenses here: <https://support.kaspersky.com/corporate/subscription>
- **How can I use subscription licenses for my environment?**

MSPs can either use a single subscription license to share across all customers or choose to have individual licenses assigned to each customer. This may be required for additional monitoring granularity and licenses control. In both cases, the MSP will have aggregated tier-based price per product.

Billing plans available for the MSP program

- **How do the Kaspersky billing plans for subscription work?**

Kaspersky provides a pay-as-you-go (PAYG) billing plan for monthly subscriptions on the basis of the daily ordered quantity.

Kaspersky provides an annual billing plan for annual subscriptions. This means that Kaspersky will invoice a distributor in the upcoming month for the purchased annual subscription.

Find more information on how Kaspersky billing plans work here: <https://support.kaspersky.com/corporate/subscription>

RMM/PSA integrations

- **What RMM integrations are supported?**

We support integration with the following RMM platforms: SolarWinds MSP RMM, SolarWinds N-Central, and ConnectWise Automate.

More information about RMM integration is available here: <https://help.kaspersky.com/MSP/3.0/178951.htm>
- **What PSA integrations are supported?**

We support integration with PSA platforms: ConnectWise Manage, Autotask PSA and Tigerpaw.

More information about PSA integration is available here: <https://help.kaspersky.com/MSP/3.0/178951.htm>

Technical support

- **Does Kaspersky provide technical support to end customers?**

No. As an MSP, you should provide first-line support to your customers. To enable partners to provide first-line support, we provide technical courses and certification.

- **Does Kaspersky provide technical support to MSPs?**

Kaspersky provides standard technical support to MSPs. As an additional benefit, five free premium incidents are included during the first year. If you need more premium incidents, you can purchase them.

- **Where I can find more information?**

You can find more about the Kaspersky MSP program on the official program page:

<https://www.kaspersky.com/msp>

Product information is available here:

<https://help.kaspersky.com/#/b2b>

Subscription and billing plans:

<https://support.kaspersky.com/corporate/subscription>

RMM and PSA integrations:

<https://help.kaspersky.com/MSP/3.0/178951.htm>

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