SonicWall MSSP Partner Program Guide

Security threats are becoming increasingly sophisticated and organizations are looking for proactive ways to secure their IT environments. Whether their environment is in the Cloud, on-premise or a hybrid, organizations look to managed security services providers (MSSPs) to provide the best-in-class security to protect their business and mitigate future risk.

Leveraging SonicWall's extensive threat intelligence, RTDMI, market-leading product portfolio and award-winning SecureFirst Partner Program, SonicWall has designed the SonicWall MSSP Partner Program to empower MSSPs with the resources and tools they need to protect their customers while improving their operational efficiency and costs.

Why SonicWall?

By joining the MSSP Program, partners can access SonicWall's robust set of threat intelligence solutions in a subscription pricing model that matches the way they do business. The SecureFirst MSSP Program provides go-to-market collaboration, flexible pricing, seamless operations and priority technical support to assure that partnering with SonicWall is secure, simple and profitable.

Key Program Features

- Flexible pricing options that match the way customers want to buy

- Exclusive access to monthly and annual subscription pricing

- Automated provisioning, billing and license management via MySonicWall

- Unified visibility and management across customers' security environment with Capture Client

- Access to an assigned account manager and a sales engineer for partner development and co-selling, and an assigned Solution Architect (Powered Plus tier only)

- MSSP-tailored content and training for sales and technical staff

- Deal Registration protection and co-selling support

- Access to MDF with accrued MDF at the Powered Plus tier

- Access to Tier 3 Premier Technical Support and dedicated Services Account Manager (SAM) at the Powered Plus tier

MSSP Program Benefit Details

	MSSP PROTECT	MSSP POWERED	MSSP POWERED PLUS
Volume Pricing – monthly and annual pricing models	Tier 3 discounts; varies by product	Tier 2 discounts; varies by product	Tier 1 discounts; varies by product
SonicWall Partner Staffing Support	Assigned CAM and SE	Assigned CAM and SE	Assigned CAM, MSSP Specialist and SE; access to Solution Architect
Technical Support Access and Collaboration	Unlimited access to online Knowledgebase and support tools; engage SonicWall through web, email and phone; unlimited access to Standard Support		
			Premier Support included (10 instances) for 24x5 coverage plus access to an assigned Service Acount Manager (SAM)
Access to MDF	Proposal based	Proposal based	5% accrued
Pricing Models	Flexible pricing models to facilitate customer choice (annual commit, monthly subscription, pre- paid credits)		
MSSP Revenue	Counts toward SecureFirst overall program tiering and incentive eligibility		
Access to Beta Programs	All levels based on beta program requirements		
Training curriculum and assessments	Unique content for the MSSP business model delivered through SonicWall University		
Automated Billing and License Management Tools	My SonicWall includes online tutorial specifically for MSSP partners		
MSSP Branding	MSSP partner branding		

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Eligibility and Requirements

Core Capabilities

Please see the MSSP Program Blueprints for a full list of the required Core Capabilities.

- Partners wishing to enroll in the MSSP Program must demonstrate they have established and documented Core Capabilities around their Managed Security Services practice in the areas of:
  - » Business Management
  - » Network Management
  - » Contract/Service Management

This includes the ability to handle Level 1/2 Technical Support calls on behalf of SonicWall, with minimum of 8x5 coverage.

- The review of Core Capabilities will be applied whether the partner is new to SonicWall or already a member of the SecureFirst program.

Program Requirements

- Be a partner in good standing, having met the requirements of the SonicWall SecureFirst Program

- Have an established NOC or SOC (depending on program tier) where managed security services will be provided

- Complete the MSSP-specific specialization training and L1/L2 technical assessment

- Provide end-customer detail in ongoing transactional POS reporting at the end-customer level

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MSSP Program Requirements Details

In addition to the Silver level requirements of the SecureFirst Partner Program, MSSP partners will be required to meet the following specific MSSP requirements for revenue, staffing, services and support.

	MSSP PROTECT	**MSSP POWERED**	**MSSP POWERED PLUS**
Total MSSP annual revenue – includes monthly and annual pricing models	min. 250 endpoints/users or 10 virtual firewalls under management[1]	min. 5,000 endpoints/users or 50 virtual firewalls under management[1]	min. 10,000 endpoints/ users or 100 virtual firewalls under management[1]
Service Management Capabilities	Network Operations Center (NOC)	Network Operations Center (NOC) with at least 8x5 support	Security Operations Center (SOC) with at least 24x5 support
Specialization Training	1 or more staff completed integrated Specialization training for each product sold in MSSP monthly or annual models	2 or more staff completed integrated Specialization training for each product sold in MSSP monthly or annual models	3 or more staff completed integrated Specialization training for each product sold in MSSP monthly or annual models
L1/L2 Technical Assessment	2 or more with completed L1/ L2 assessment[2]	3 or more with completed L1/ L2 assessment[2]	4 or more with completed L1/ L2 assessment[2]

Common Requirements			
SecureFirst program level	Must be SecureFirst Partner in good standing		
	Specialization required for products supported under MSSP model		
Security Infrastructure and Management Capabilities	Demonstrate capabilities in business, network and contract administration		
Technical Support Delivery Capabilities	Ability to handle Level 1 and Level 2 support calls with a minimum of 8x5 call coverage. Please see the SonicWall MSSP Program Operations Guide for more detail		
POS Reporting at End-User Level	Required at all levels		
Marketing Programs	Annual marketing plan as part of the business plan; quarterly marketing activities		

(1) Licenses cannot be transferred to end-customer, must be owned and assigned to MSSPs
(2) Named individuals with complete Assessment are those with access to the SonicWall L3 Support group

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How to Enroll

1. Complete the SecureFirst Program requirements

2. Submit an application for the MSSP Program via the Partner Portal

3. Complete MSSP Authorization training requirements in SonicWall University

About SonicWall

SonicWall delivers Boundless Cybersecurity for the hyper-distributed era and a work reality where everyone is remote, mobile and unsecure. By knowing the unknown, providing real-time visibility and enabling breakthrough economics, SonicWall closes the cybersecurity business gap for enterprises, governments and SMBs worldwide. For more information, visit www.sonicwall.com.

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