FAQs

SentinelOne™ · **X·OD** exclusive networks. on demand.

What is the minimum order quantity?
- You can deploy from 1 license onwards

What is the minimum term?
- The minimum term is 1 month

Who owns the license?
- The 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 Partner must deliver tier 1 support, and raise tickets on Exclusive Networks for tier 2 support when required, if needed Exclusive Networks will then escalate tier 3 to SentinelOne

Which products are available on the platform:
- SentinelOne Control and Complete are available through the portal

Do I have to sign any contract?
- Yes – SentinelOne Supplemental MSSP Contract and the X-OD Terms and Conditions

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.

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 partners based on their usage

What other products are available on the X-OD platform?
- You can also purchase Fortinet, Palo Alto Networks, Wasabi and Proofpoint Essentials. Fortinet and Palo Alto Networks licenses can be subscribed in 1, 2 or 3 years while Hardware can be subscribed in 2 an 3 years.