



MSSP Programme

FAQs



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What is the minimum order quantity?

- ▶ You can deploy from 1 license.

What is the minimum term?

- ▶ The minimum term is 1 month.

Who owns the license?

- ▶ The MSP 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 MSP must deliver line 1 support, and raise tickets on Exclusive Networks for line 2 support when required, if needed Exclusive Networks will then escalate line 3 to SentinelOne.

Which products are available on the platform:

- ▶ At launch, Singularity XDR Control and Complete will be available through the portal. We will be looking at adding other SentinelOne products later this year.

Do I need to sign SentinelOne's MSP Partner terms to sign up?

- ▶ No – the only requirements to sign up to the MSP platform are: an Exclusive Networks Credit or Proforma account; Signing of the "SentinelOne MSSP supplemental partner terms" and signing of the XOD platform terms.

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?

- ▶ You will be invoiced monthly