

WATCHGUARD MSSP PROGRAM

Frequently Asked Questions

What is the WatchGuard MSSP Program and how will it help my business?

The WatchGuard MSSP Program has been designed to assist companies interested in starting or growing their service business with the focus on security. The WatchGuard MSSP appliance and services catalog is well-suited to provide the technology, reporting, and support necessary to build a profitable business. WatchGuard also assists its program members with a variety of marketing tools including turnkey marketing kits, MSSP certifications, and company links on our partner lookup site.

How does the WatchGuard MSSP Program work?

The new MSSP appliance and pre pay point SKUs enable a new monthly billing program where the MSSP buys a bundle of “Pre Pay Points” ahead of time. Partners purchase MSSP appliances and MSSP *Pre Pay Points* bundles. The points can be applied to enable security services to specific managed MSSP devices.

Two types of SKUs required:

- **XTM or XTMv MSSP Appliance SKUs** (no services included)
- **Pre Pay Points** (must be purchased ahead of time)

When security services are enabled, the appliance draws points from the block of purchased points. Security services will automatically renew each month if sufficient points are available, or until security services are disabled.

How does the WatchGuard MSSP Program differ from competitors’ programs?

WatchGuard offers significant advantages over our competitors in the strong security our products deliver for MSSP customers, and in the management tools that enable the MSSP business. Areas of particular advantage include a rich suite of centralized management and real-time monitoring and visibility tools, simple and foolproof VPN creation, HTTPS and VoIP security, a comprehensive MSSP marketing toolkit, significant product discounts, and best-in-class support. In addition, the new [RapidDeploy](#) functionality has tremendous impact on the usability and differentiation of the program offering, providing enhanced ease of use and management capabilities for WatchGuard MSSP partners.

Who can join the WatchGuard MSSP Program?

The MSSP Program is available to any company that meets the requirements of the WatchGuard MSSP Program. The candidate must become a WatchGuard Secure Partner and meet the minimum annual revenue requirements based on their WSP level. The candidate must complete an application form and be validated for eligibility by WatchGuard before formally qualifying for the program.

If I'm not a WatchGuard partner, can I join the MSSP Program?

Yes, you can still become a member of the MSSP program. The requirements are outlined in the MSSP program guidelines and include revenue and unit goals, certification requirements, and sales approvals. The process begins when you speak with your local territory sales manager.

Can existing partners join the WatchGuard MSSP program, or is it only for new partners?

If a partner is already a WSP, has achieved the required partner level status, and meets the revenue requirements of their corresponding WSP level, they are eligible to enter the WatchGuard MSSP Program.

What are the requirements for joining the WatchGuard MSSP Program?

In addition to the revenue requirements per partner level, two additional requirements that must be met for eligibility for the program:

1. The approval of the WatchGuard Territory/Country Manager
2. Certification from the WatchGuard Support Department. Further details can be found in the [MSSP Program Requirements and Benefits](#) document

How does a partner apply for the program?

The [MSSP Program application form](#) is available on the [Partner page](#) of the WatchGuard website.

Can anyone purchase and activate MSSP SKUs/appliances?

Only a company approved as an MSSP and registered as such with WatchGuard can purchase and activate an MSSP device.

How does an MSSP activate an MSSP appliance?

Activating an MSSP device follows the same process as any regular activation. The only restriction is that a partner MUST be categorized within SFDC as an MSSP, otherwise the partner will not be able to activate the appliance.

Can pre-pay points be used on a non-MSSP device?

No, the monthly services can only be applied to the MSSP appliances. The MSSP pre pay points cannot be applied to a standard device currently.

What services are available with the MSSP program?

MSSP partner can now choose the Security Suite or LiveSecurity®, or turn off services all together.

How do MSSPs turn services on and off? Are services automatically activated when the MSSP appliance is activated?

The MSSP Reporting Dashboard (available only to registered and approved MSSPs) allows partners to see all of their devices with a clear indication of whether the device has security services enabled, and also provides the ability to enable/disable security services for each of the MSSP devices. Services are NOT automatically activated by simply activating the MSSP appliance.

How can an MSSP keep track of MSSP devices, points usage, and services?

A MSSP reporting dashboard (available only to MSSPs in the partner portal) provides MSSPs with a list of all of their MSSP devices, services enabled on each device, and points availability.

Can a partner have some devices activated as “standard” and some as MSSP?

An MSSP CAN have some devices activated as “standard” and some as MSSP devices. The partner MUST, however, be categorized as an MSSP in the WatchGuard SFDC CRM in order to be able to activate the MSSP devices.

Are trials available for MSSP devices?

No, trials cannot be applied to an MSSP device.

What support will I receive from WatchGuard as an MSSP?

WatchGuard is committed to ensuring that all our program participants receive advanced training in both product and support. MSSP partner support aligns with the WSP level, and each MSSP also receives a subscription to Support News providing the latest tips, updates and information from our top support engineers, plus LiveSecurity alerts and bulletins.

What are the marketing services offered to MSSPs?

As with any WatchGuard program, we provide a vast array of marketing tools to assist in growing your MSSP business. End user brochures, email and direct marketing templates are available for outbound demand generation. MSSP program certification logos are available for your web use and your business information will be located within the WatchGuard MSSP locator portal. WatchGuard participates in tradeshow and events each year, which generate significant leads, many of these are companies interested in your services and will be provided to you. Lastly, the WatchGuard website promotes MSSPs as a way to secure businesses at a lower cost and to meet compliance more quickly.

Will I have access to the WatchGuard Sales Team to assist me in my efforts?

The WatchGuard sales team is ready to support you. We believe in your success and offer the following resources to help you close more business:

- Access to dedicated sales and sales engineering resources
- A dedicated regional marketing professional to assist in your marketing program planning
- Live and online sales training
- Sales lead development
- Co-marketing opportunities

What services can you offer as a WatchGuard MSSP?

There is a broad range of services that can be offered to customers as a WatchGuard MSSP, including:

- Firewall/VPN
- Security subscription services
- Security policy development and management
- Security vulnerability scans
- Remote help desk support
- Backup and recovery
- Patch management
- 24/7 network monitoring
- 24/7 security alerts
- Compliance assessment
- Telecommunications monitoring and management

What remote monitoring and management systems are available?

WatchGuard works very closely with the third party RMMS companies to assist our MSSPs in consolidating the management of their business. WatchGuard currently operates with LPI and N Able, with support of Kaseya, ConnectWise, and Zenith Infotech under development.

Where can I find out more?

Additional information can be obtained on the WatchGuard [Partner page](#), in our [program brochure](#), or by contacting your [local WatchGuard representative](#).