

# onelogin accelerate

## MSP FAQ

### Does OneLogin have an MSP or MSSP program?

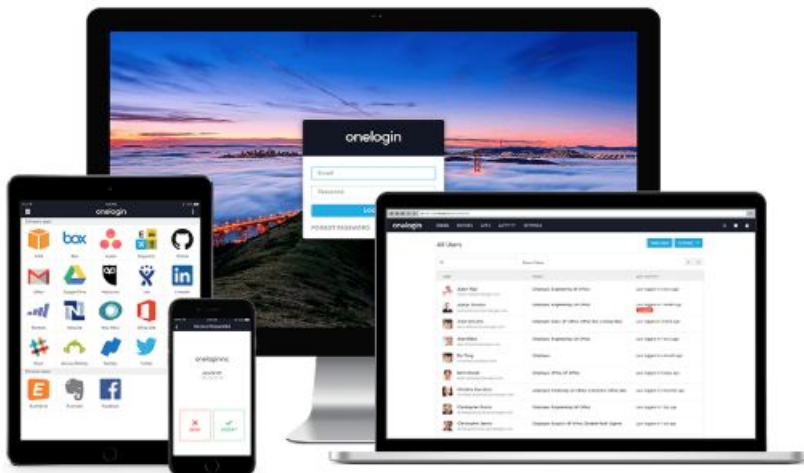
- Yes, OneLogin has a robust and exciting MSP partner program. We view MSPs as our primary GTM to grow our SMB customer base.

### What value does Identity Access Management (IAM), Single Sign-On (SSO) and OneLogin offer to an MSP?

1. Reduce your **help desk / service desk tickets volumes up to 50%** with self service password reset
2. Lower operating cost with automated user provisioning into and out of 100+/- of the most popular applications including O365, G-Suite, Dropbox, Box, Zoom, GoToMeeting, WebEx, Slack, Salesforce, RingCentral, Fuze, DialPad and more.
3. Strengthen security (your customer's and yours) by eliminating 100's, 1,000's or 10,000's of passwords with SAML SSO and challenging application access with multi-factor authentication (MFA) thereby dramatically reducing password related breaches.
4. Differentiate your service offering with IAM and help your customer's customers leverage the cloud rapidly with greater security; allowing them greater agility and the opportunity to expand their business.
5. Expand and offer MSSP services with OneLogin's event broadcaster and our SIEM Integrations which offers valuable security insights.

### Why should I choose OneLogin as my GTM vendor for IAM, SSO + MFA?

- OneLogin is the leading IAM vendor and one of the few that support sub-accounts (multi-tenancy) making customer management simple. Additionally we have a partner first go to market strategy, best in class support and a co-branded offering that's 2nd to none.
- For more specific details about the advantages of IAM to MSPs check out [HERE](#)



#### EDUCATE

Develop sales and technical excellence.



#### EQUIP

GO to Market Faster with Enhanced Tools



#### GROW

Capture More Customer Opportunity

## What features and technologies does OneLogin integrate with?

- Our [app catalog](#) includes over 5,000 pre-built connectors? Not in there, not a problem. Our generic application connector and/or browser based extension will accommodate almost any web-based application the requires a username and password.
- Leverage OneLogin's **Cloud Radius** to unify access not only to cloud apps but networking appliances like Meraki, SonicWall, Barracuda, Ruckus and more
- [OneLogin Desktop](#) certificates allows you to bind devices to OneLogin's cloud directory and enforce password policies.
- OneLogin has a real time **Active Directory** connector allowing for self service PW resets
- [vLDAP](#) - Integrate Appliances and Legacy Apps with our pure cloud LDAP Solution
- [MFA](#)- OneLogin Protect is our MFA solution with push notification making security quick and simple for end users. Already have a MFA provider, not a problem OneLogin integrates with many of the leading 3rd party MFA providers like Duo, RSA, Symantec and more.
- **Password Management** - OneLogin offers a LastPass like browser extension for forms based authentication. Together with our encrypted secure notes and self-service private application catalog, each user gains best practice Internet protections.
- [Unified Directory](#) - Removes the time-consuming hassle of managing on-premise directory access. OneLogin acts as a secure meta-directory loosely federating multiple sources to permit cloud authorization with an intuitive web-based interface.

## How does MSP billing work and does OneLogin offer SPLA?

- OneLogin offers a purchase first and then quarterly true-up schedule for billing.
- Your first purchase will be a number of licenses multiplied by the license cost multiplied by 12 months. Then 3 months later, any net new users will be prorated by the number of net new license times the cost times 9 months. *Any licenses added between true-ups are free of charge.*
- Licenses are fully transferable and assignable internally and among your customer-base.
- OneLogin does not offer monthly billing or SPLA at this time. However, we are looking into integrating with Connectwise, Autotask and / or enabling our credit card payment system to work with sub-accounts.

## Does OneLogin offer NFRs + Internal Use?

- Yes, we do! In fact because of our quarterly true-up and billing process you can have unlimited NFAs. Any demo accounts or not yet launched customers/ sub-accounts are not counted or billed.
- For internal licenses, OneLogin provides our MSPs partners the Unlimited Plan and all of our Add on features including Desktop, vLDAP, Adaptive Authentication at the cost of just the Unlimited plan. Any internal licenses count towards your volume pricing tiers.

## How can I get a demo?

- See a recorded demo [HERE](#) which has index for you to fast forward to the features and capabilities that are the most interesting, or request a demo from our pre-sales department.

## What does the onboarding process look like?

- Most MSP partners sign up for a free trial account [HERE](#) and test internally for 1-3 months. If you have an active project we can move as quick as needed.
- We offer 2 onboarding options
  - 1st a white-glove setup and configuration if you decide to purchase our Silver PS packages (\$5,000) or our OneStart (\$2,500)
  - 2nd you can choose a self service model. This model has the following resources available to you. Monthly / Quarterly OneLogin MSP Admin training course, Getting Started Documentation [HERE](#), How to Videos [HERE](#).
  - Finally, you will need to be certified by our PS team who will ride along on your first deployment and share best practices.
- Once you are technically and operationally comfortable we have a variety of sales enablement tools, from corporate videos, product demos, email templates, battlecards, competitive matrix, Industry and vertical playbooks and even pitch decks which all can be co-branded and found in our Partner Portal [HERE](#).

## What are the OneLogin support options?

- OneLogin provides first tier support to our MSP Partners but directly to your customers unless otherwise defined and agreed upon.
- Enterprise + Unlimited Plans include 24/7 premium support.

Premium support package included			
Severity Level	Definition	Response Target	Resolution Target
P1: Critical	Production issue affecting all or the majority of users. System or application login unavailable for these users.	Standard: 4 hrs Premium: 2 hrs VIP: 1 hr	OneLogin will make a continuous best effort to provide temporary relief in a timely manner. OneLogin will then make best efforts to provide a permanent fix to suitable workaround that resolves the reported issue in a timely manner.
P2: High	Persistent or irregular issues affecting some users. System or application login unavailable or limited for these users, but not all.	Standard: 8 hrs Premium: 4 hrs VIP: 2 hr	OneLogin will make commercially reasonable efforts to provide a fix or workaround that resolves the reported issue in a timely manner. Depending on the issue, OneLogin may include the fix for the issue in a hot patch or during our scheduled maintenance window.
P3: Normal	Inquiries about routine technical issues; information requests; install and configure.	Standard: 24 hrs Premium: 8 hrs VIP: 4 hr	OneLogin will make commercially reasonable efforts to provide a solution or clarification at time of initial contact with case follow-up provided in a timely manner.

<b>Email and Web</b>	24x7
<b>Phone Support</b>	24x7
<b>Response Times</b>	P1: Critical - 2 Hours P2: High - 4 Hours P3: Normal - 8 Hours

## More Questions?

- Feel free to reach out to [partners@onelogin.com](mailto:partners@onelogin.com) (need to created) and / or visit our Partner Portal [HERE](#)