

Frequently Asked Questions about the S1 MSSP Programme

What is the S1 MSSP Programme?

It is a specific program for Service Providers that want to provide consumption or subscription Services based on the S1 product catalogue.

What is the minimum order quantity?

There is no minimum order. You can deploy from zero licenses, as billing is entirely based on consumption.

What is the commitment for this offer?

There is no long-term commitment. Subscriptions automatically renew monthly and can be canceled at any time upon request.

Can I use the S1 portal for NFR (Not for Resale) purposes?

No, NFR access is managed through a separate, dedicated platform.

Can I use the S1 portal for a free trial or Proof of Concept (POC)?

Yes, a free trial or POC is available for up to 30 days. After this period, your account will automatically convert to a paid subscription unless canceled, and charges will apply beyond the 30-day limit.

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Who is responsible for support?

The Service Provider is responsible for Level 1 (L1) support. If escalation is required, the MSP should raise a ticket with Exclusive Networks for Level 2 (L2) support. If needed, Exclusive Networks will escalate to SentinelOne for Level 3 (L3) support.

Which products are available on the platform?

- Complete Protection Platform,
- Control Protection Platform,
- Singularity Network Discovery,
- Data Retention (30, 90, 180, and 365 days),
- Vigilance Respond,
- RemoteOps RSO,
- RemoteOps Forensics,
- Purple.ai,
- Cloud Funnel Data Export,
- Identity Posture Management,
- Identity for IdPs,
- Identity Detection & Response,
- Vulnerability Management,
- WatchTower,
- Threat Intelligence,
- Control – Per Container Host,
- Complete – Per Container Host

Do I need to sign SentinelOne's MSP Partner Terms to enroll?

Yes, you are required to sign the "SentinelOne MSSP Supplemental Terms." Depending on your geographical location, you may also need to sign the X-OD Terms and Conditions.

Is there a cost to sign up for the platform?

No, there are no fees to register and start using the platform.

How does Exclusive Networks invoice MSPs?

Direct Debit is the preferred payment method to ensure efficiency and automation. BACs payments are also accepted.

Does Exclusive Networks have access to the SentinelOne Management Console?

Yes, Exclusive Networks has access solely for partner account provisioning and support purposes, in strict compliance with SentinelOne's security, privacy, and compliance policies. Exclusive Networks is ISO 27001 certified and ensures that all employees undergo privacy training