

# MSP Service Descriptions

**Netskope MSP licenses and Cloudrise MSP services are bundled two ways:**

1. License + Deployment Service + L1/L2 Premium Support Services
2. License + L1/L2 Premium Support Services (for renewals)

**Service Descriptions for each component of the bundles are as follows:**

Service	Purpose	Core Focus	Typical Activities	Expected Outcomes
<b>Deployment Service</b>	Deploy, Build & Configure. Implement foundational components, configure modules & build initial program.	Achieving Initial Operating Capacity (IOC), then Full Operating Capacity (FOC)	<ul style="list-style-type: none"> <li>• Setup infrastructure</li> <li>• Deploy in-scope technology modules &amp; implement initial policies</li> <li>• Deploy data security governance program</li> <li>• Implement additional modules &amp; policies</li> <li>• Integrate tech into ecosystem &amp; optimize Netskope platform</li> </ul>	<ul style="list-style-type: none"> <li>• Technology deployed</li> <li>• IOC achieved</li> <li>• Platform optimized</li> <li>• FOC achieved</li> </ul>
<b>L1 Support Service</b> <b>Frontline Support</b>	Triage & Initial Resolution. Provide the first point of contact for issues, questions, and operational requests.	Rapid triage, basic investigation, and executing pre-defined tasks.	<ul style="list-style-type: none"> <li>• Monitor alerts, dashboards, and service queues</li> <li>• Perform initial triage and basic troubleshooting</li> <li>• Validate incident severity and customer impact</li> <li>• Resolve common, low-complexity issues using documented procedures</li> <li>• Execute simple configuration updates within approved guardrails</li> <li>• Escalate appropriately when deeper analysis or change is required</li> </ul>	<ul style="list-style-type: none"> <li>• Fast response</li> <li>• Consistent handling</li> <li>• Smooth escalation flow</li> </ul>
<b>L2 Support Service</b> <b>Specialist Support</b>	Advanced Troubleshooting & Changes. Own incidents or requests requiring deeper technical knowledge and scenario-based troubleshooting.	Resolving issues beyond L1 capability and performing controlled configuration changes.	<ul style="list-style-type: none"> <li>• Diagnose complex issues using tools, logs, and analytics</li> <li>• Carry out mid-complexity configuration changes</li> <li>• Analyze patterns or recurring issues and recommend fixes</li> <li>• Work with vendor platforms (e.g., Netskope) for deeper insight</li> <li>• Support problem management and root-cause investigations</li> <li>• Advise L1 on process improvements or training gaps</li> </ul>	<ul style="list-style-type: none"> <li>• Higher-resolution rates</li> <li>• Fewer escalations</li> <li>• Reliable technical depth</li> </ul>