

LastPass MSP PROGRAM FAQ



OVERVIEW

Q: Who is eligible to become an MSP partner with LastPass?

As MSP partners will be selling, managing, and supporting LastPass. It's important that they meet the following criteria:

- The MSP must have a team of technicians who support their customers
- The MSP must have a solid base of customers who they manage IT for
- The MSP must have a security-focus in their practice

PRODUCT

Q: What LastPass products are supported by the MSP program?

Only LastPass Enterprise (Enterprise Password Management and Single Sign-On) is available initially as part of the MSP Program. There are plans to add LastPass Identity in the upcoming months.

Q: How can the MSP see the number of used licenses per customer? Is there an easy report?

Yes, there is a downloadable report that will be available on the 'Managed Companies' tab in the Admin Console.

Q: What actions can an MSP take that are different from a LastPass account?

An MSP will have the 'Managed Companies' tab, where they can do the following:

- Access the admin console of their managed companies (perform all tasks included in an Enterprise admin console)
- Add a managed company
- Add licenses to a managed company
- Remove licenses from a managed company
- Suspend the managed company (pause all LastPass functionality)
- Remove the managed company from their MSP account. In this circumstance, the account would transfer to a standalone Enterprise trial where the account would have 14 days to purchase direct or move their account under another MSP.

Q: How will the MSP be able to set up subaccounts?

- MSPs will be able to set up subaccounts under the 'Managed Companies' tab in the Admin Console for the MSP if they are new to LastPass.
- If they are an existing LastPass customer, the MSP may move the subaccount to be a managed company when the subaccount is in their renewal period (30 days pre-renewal). Team to execute should follow the process outlined here to submit this request to the Care team to execute.

Q: If an MSP wants to move an existing LastPass account under their MSP, what is the process?

Please refer to your IM Account Manager. There is a process to do so 30 days before the renewal of the account should follow the process outlined here to submit this request to the Care team to execute.

Q: Will MSPs need to deal register when adding a new managed company?

No, the MSP will not need to deal register. They can simply add the new managed company through the LastPass Admin Console.

Q: Will these sub accounts be able to connect to the active directories of their end customers?

Yes, sub-accounts will be able to connect to active directories that are separate from the master account.

Q: Will MSPs be able to remove seats at any time?

Yes, MSPs will be able to remove seats at any time. They will only be billed for the seats that they are actively using.

Q: The product is preventing me from adding fewer than 11 seats to a Managed Company. Is the 11 seats a minimum on the number of seats that I'm being billed for?

No, the 11-seat minimum is a product limitation. To create a 'Managed Company', you must add at least 11 seats to the company. However, you will only be billed for the number of seats that you assign to a user (which can be fewer than 11).

Q: Will an MSP be charged for all provisioned seats?

No, MSPs will only be charged for the seats that they assign to a user. See billing section below.

BILLING AND PRICING

Q: What is the cost and margin for the MSP?

At the discounted rate, the MSP receives a 30% margin (£3.57) if they choose to sell LastPass at list price

Q: Do we set a price for MSPs to sell LastPass to their customers?

No, the MSP can choose to sell LastPass to their customers at the price that makes sense for their organization. They may choose to bundle in services or additional packages with LastPass.

Q: How will the billing from LMI to the reseller be done?

An MSP will have the 'Managed Companies' tab, where they can do the following:

- On the 27th of each month, or the closest workday prior if the 27th falls on a holiday or weekend, LastPass will pull the number of customer licenses that the MSPs have in use. LogMeIn Finance will bill Ingram Micro who will in turn bill the MSP.
- MSPs will be responsible for billing their end customers for the product.

Q: What is the definition of a customer license?

An MSP will be billed for licenses that are assigned to an email address.

Q: Where do MSPs input their credit card information with monthly billing?

MSPs will be directed to input their credit card when accessing the Admin Console for the first time.

Q: How can the MSP see the number of used licenses per customer? Is there an easy report?

- Yes, there is a downloadable report that will be available on the 'Managed Companies' tab in the Admin Console.



SUPPORT

Q: Can MSPs call into support?

Yes, MSPs will be able to call into LastPass support to receive answers to product questions or report bugs. The phone number for the support team is in the Admin Console of the MSP.

Q: Can MSPs end customers call into support?

Yes, for the first 90-days of the MSP contract, the MSP's customers can call into support for level 1 and 2 support. After the first 90-days, MSP's customers should not call into support, but instead rely on their MSP for level 1 and 2 support.

Q: Will a sub-account lose any information (policies, users, etc.) when they migrate under an MSP?

No, the sub-account will not lose any information (policies, users, etc.) when they migrate under an MSP.

Q: An MSP wants to take a new account and add it as a Managed Company, what can I do?

The MSP should be directed to perform this task via the 'Managed Companies' tab in their Admin Console.