

SolCyber “Howdy Partner” Program FAQs



1. Why SolCyber vs other MSSP offerings?

We help solve the operational risk by delivering amazing security. And we help solve business risk by providing customers with access to cyber insurance fast and cheaply (usually at a 30% discount). And we are laser-focused on the SME space. We have lived and breathed global Fortune 500 security for most of our careers and we are bringing those lessons learned to the SME space to help protect these customers. Lastly, we are a proactive partner. We will get a strong understanding of your business and work with you to make sure we are supporting you and your customers; and also helping grow your business further with new opportunities.

2. Are there any requirements to be part of the program?

Partners only need to sign our MSSP agreement. That's it.

3. Is there any minimum revenue commitment?

No, but we do have a minimum 25 user requirement as well as a minimum 12-month contract term per customer. Let us know if you have concerns and we can look at exceptions based off your business.

4. Do we get additional discounts/margin as we grow?

Yes! We give discounts as you grow that are retroactive, or what we term as retroactive volume-based discounts. This means that in addition to being eligible for more discount as your total number of licensed users grows, the discount will also apply to all your licenses already sold for the next invoice and onwards. You earn more margin immediately.

5. Does SolCyber compete with MSP security services?

SolCyber is laser focused on providing cyber resiliency to our customers. We do not and do not intend to provide security services such as firewall management,

mobile device management (MDM), device management, or infrastructure support. We want to take the security risk off your plate and let you do what you do best.

6. What type of customers are best suited for SolCyber services?

We're focused on selling to the small to mid-sized enterprise (SME) space. Our sweet spot is between the 50-500 user range particularly for MSP partners.

7. Are MSPs on their own to sell after signing up? What if our sales team does not have experience selling security?

Our sales team will work with you on the initial set of opportunities every step of the way, starting with us leading to a transition to your team. The value proposition is so easy to understand, your sales team can be trained in as little as an hour. If you face any hurdles during the sales process, just holler! We're more than happy to help.

8. What's the customer experience like in conjunction with the MSP?

The MSP is treated as part of the customer's IT team and becomes another authorized contact to SolCyber's service. Escalation emails or calls can go to either party, but all authorized contacts will have access to our customer portal to monitor the customer's state of security and SolCyber's service contract.

9. Do you send leads our way?

We absolutely do. For most customers in the mid-market there are significant services they need. When we find those customers, we send them to our partners.

For any other questions, contact us on howdy@solcyber.com.