
Forcepoint Managed Security Service Provider Program

FY2023



Program Guidebook

Forcepoint Public
July 2023

Program Overview and Requirements

The Forcepoint Managed Security Service Provider (MSSP) program allows leading managed service providers to enable new services in areas of strong market growth, develop customer relationships as a valued cyber security advisor, and build a strategic relationship with Forcepoint.

The Program

The Forcepoint MSSP Program is centered around Forcepoint ONE. This Program offers Forcepoint ONE as a true multi-tenant, cloud-based solution combining all the elements of Security Service Edge (SSE): Secure Web Gateway (SWG), Cloud Access Security Broker (CASB), Zero-Trust Network Access (ZTNA) and Remote Browser Isolation with Content Disarm and Reconstruct, with class leading support for both managed and unmanaged (BYOD) devices.

Onboarding Process

MSSP Accredited Channel Partners in good standing may apply to be onboarded into Forcepoint's MSSP Program. There are 3 main steps to be MSSP Accredited:

Step 1: Demonstrate achievement of the MSSP Business Requirements and receive Forcepoint approval on the MSSP Business Plan.

Step 2: Accept the Forcepoint MSSP Addendum to the Forcepoint Channel Partner Program Agreement.

Step 3: Complete the Sales and Technical Accreditation Path.

Step 1: MSSP Business Requirements

MSSP Requirement	MSSP Description
Partner Eligibility	Forcepoint MSSP Partners must have an established MSSP business in the Focus Market, be a Forcepoint Channel Partner in good standing, and satisfy the relevant qualifying criteria defined below
Focus Market	
Enterprise 10,000+	No
Large (2,000-9,999 users)	No
Mid-Market (250 - 1,999 users)	Yes
SMB (< 250 users)	Yes
Commitment	
Approved MSSP Business Plan that Defines Goals and Objectives	To cover forward looking 12 months

MSSP Business Plan

An MSSP Partner Business Plan is an essential document that outlines the strategy, goals, and actions of the MSSP Partner organization with respect to its managed security services and its Service Customers. Forcepoint MSSP Partners must have an approved MSSP Business Plan completed at the time of application and maintain a valid MSSP Business Plan to remain active in Forcepoint's MSSP Program. This will help Forcepoint and its MSSP Partners to mutually understand the vision and strategy to successfully meet the target business and technical requirements.

The following is the template for the MSSP Partner Business Plan:

I. Executive Summary	II. MSSP Business Model
<ul style="list-style-type: none"> • Introduction MSSP • Overview of the overall MSSP Partner business model • MSSP Partner SMB market analysis and market share • Identification of the MSSP Distributor of choice • Financial projections and funding requirements 	<ul style="list-style-type: none"> • Scope of MSSP Partner current managed security services and experience (complementing & competing) • SMB market trends and market size that the MSSP Partner addresses • Overview of the compelling reasons for choosing Forcepoint ONE as an offering • Analysis of the market competition and the MSSP Partner's competitive advantage • Description of the MSSP Partner's managed service offerings and service levels packaged around Forcepoint ONE
III. Financial Projections	IV. Implementation Plan
<ul style="list-style-type: none"> • Projections for revenue, expenses, and profitability • Identification of the MSSP Partner's Distributor of choice and expected roles & responsibilities • Overview of the anticipated risks and challenges facing the MSSP Partner 	<ul style="list-style-type: none"> • Overview of the MSSP Partner's organizational structure and management team • Identification of MSSP Partner's sales and technical resources to be trained and target dates • Overview of the technical and sales support required from Forcepoint • Detailed launch plan and marketing campaigns for launch
V. Conclusion	
<ul style="list-style-type: none"> • Summary of the MSSP Partner Business Plan • MSSP Partner's goals and follow-up milestones • Final thoughts and recommendations 	

Step 2: Forcepoint MSSP Addendum

Upon Forcepoint approval of the MSSP Business Plan, Forcepoint will provide the Forcepoint MSSP Addendum to the Forcepoint Channel Partner Program Agreement. Participation in the MSSP Program will be subject to the Forcepoint MSSP Addendum.

Step 3: Sales and Technical Accreditation Path

Course Type	Description	Number of Certifications
Sales Course	Learn how to successfully position and sell Forcepoint ONE. Self-paced training.	At least Two Account Managers/Directors certified
System Engineer Course	Receive an architecture overview of Forcepoint ONE and learn how to deploy, configure & administer it. Options are self-paced and/or instructor led sessions with a hands-on lab environment.	At least Two Engineers certified
Technical Support Engineer Course	Receive detailed instructor led training to understand common issues, troubleshoot, gather logs and fault-find for L1 and L2 issues.	At least Two Engineers certified

All training courses are accessed via the Partner Portal / Forcepoint Cyber Institute. Sales and Technical Accreditation Path training and certification completion is expected within 60 days of initial Service Customer purchase. Upon completion of the training course, MSSP Partner personnel will receive a certificate of completion, which expire after 12 months for Technical certifications and 24 months for Sales certifications. To maintain eligibility to participate in the Forcepoint MSSP Program, the MSSP Partner must complete Sales and Technical Accreditation Path trainings and maintain valid certifications, no fewer than the minimum Number of Certifications specified above.

Technical Support Capabilities

Forcepoint MSSP Partner technical competencies and skills on Forcepoint ONE are key for creating a positive customer experience.

As Forcepoint MSSP Partners must be able to support their Service Customers, the Sales and Technical Accreditation Path is designed to ensure that Forcepoint MSSP Partners have the expertise to provide the necessary ongoing technical support and troubleshooting on Forcepoint ONE in relation to their managed services, including Level 1 Support and Level 2 Support:

- **Level 1 Support** includes addressing basic questions relating to Forcepoint ONE and MSSP Partner managed services, gathering of data relating to issue experienced, replicating and analyzing basic issues, estimating impacts to Service Customer, performing basic health check, and configuring Initial Setup (AD, SCIM user importing) and basic policies.
- **Level 2 Support** includes addressing more complex questions relating to Forcepoint ONE and MSSP Partner managed services, configuring more complex policies, performing more complex configuration validation, replicating and validating more complex issues, and reinstalling of local Forcepoint ONE agents as required.

Before opening a ticket with Forcepoint Technical Support for additional assistance, Forcepoint MSSP Partners must demonstrate that they have already completed Level 1 Support and Level 2 Support.

Further details of the MSSP Partner technical support roles and responsibilities, including those relating to Level 3 Support, are specified in the then current Forcepoint MSSP Support Matrix document, available in the Partner Portal.

About Forcepoint

Forcepoint simplifies security for global businesses and governments. Forcepoint's all-in-one, truly cloud-native platform makes it easy to adopt Zero Trust and prevent the theft or loss of sensitive data and intellectual property no matter where people are working. Based in Austin, Texas, Forcepoint creates safe, trusted environments for customers and their employees in more than 150 countries. Engage with Forcepoint on <https://www.forcepoint.com/>, [Twitter](#) and [LinkedIn](#).

For questions, please contact your Forcepoint representative or email the Forcepoint marketing team at partnermarketing@forcepoint.com.