Flash&Start®

INTERNET **PROTECTION**

PARTNER PROGRAM

for MSPs, RETAILERS, SOCs & NOCs

ver 1.0

Why become a Flashstart Partner

The main reason for becoming a FlashStart partner is the possibility for earning and creating a growing income from protecting your Clients. FlashStart partners either integrate Internet security into their support packages or resell it as an added service.
The Partner program is aimed at MSP, Resellers, SOC, NOC and other Professionals and foresees exclusive advantages, amongst which a significantly superior level of discounts in respect to other competitors.

The platform has been specially designed in an effort to offer our Partners advanced functions in respect to the standard version. Amongst which there shines multitenant management, management and control instruments and a rich set of marketing tools that have been designed to add even more value to the offer that is dedicated to our Partner channel.

Plus, Partners can count on an excellent technical support backup that is offered by our Team of experts, actively participating in the development of products that propose new functions along with having access to personalised dedicated online events.

What are the benefits of the FlashStart Partner program?

The FlashStart Partner program offers numerous advantages and instruments that have been realised for successfully launching and developing your own Cyber Security business. Amongst the principal benefits we find:

- **Multitenant:** Partners can manage, configure and monitor all of their Clients through just one integrated interface, simplifying control and administration.
- **Direct Support:** access to high level technical support, with varying priority grades, Web Call consultancy sessions and 24/7 cover, calibrated around the growth of your Business.
- **API Access:** Partners can include reports and configuration options from the FlashStart platform directly into their application or personalised dashboard in a very simple way.
- **Integrated Lists and earnings:** with dedicated online tools, it is possible to generate quotes in just a few seconds, estimate earnings and keep running costs under control.
- **Flexibility and discounting:** through a prepaid top-up system Partners can choose which credit limit better meets their needs, benefiting with immediate discounts that are based around their membership band. Also, licenses can be assigned with maximum flexibility to Businesses, Public Administrations and Schools, on a monthly, annually or multi-year basis.

The following table shows the public prices for different types of users.
The starting prices are calculated for a minimum duration of one year. The price on a monthly basis is slightly higher. The online price list shows all combinations in terms of duration, and dedicated options for public Wi-Fi and for other types of facilities are also available.

	Licensing	Pro (basic filter, report)	ProPlus (advanced filter, granular policies, end-points)
Companies and Govs	Per user	$ 1.00/month	$ 1.50/month
K12 Schools	Per device	$ 0.20/month	$ 0.30/month

Businesses and Public Administrations (PA)

In Enterprises and PA, licensing is based on the number of users (individuals) on the network, regardless of the number of devices used. For example, user John Brown will be able to use the Computer and Laptop if referred to the same person. The whole system is based on trust to the Partner who will activate licenses after verifying the actual number of users.

Schools

For Schools, the number of licenses calculated is based around the number of devices (PC, LIM, tablet, laptop, smartphone) that are accessing the internet during a normal day, independently from the number of students. This approach guarantees maximum flexibility: for example, a school with 100 computers and 1.000 students will pay less in respect to a school with the same number of students as devices, consenting also to Wi-Fi access from the students' personal devices.

Licensing overruns

The platform estimates an average consumption of 120,000 DNS queries per month per user, or per device in the case of Schools, which is significantly higher than the competition. If a license repeatedly exceeds this threshold, we will contact the Partner to consider adjusting the number of users or understand the cause of the anomaly. In the event of frequent and unjustified overruns, FlashStart reserves the right to upgrade the license or suspend it, with the option for the Partner to adjust it at any time.

Prepaid Top-ups reserved for Partners

To become a Partner, it is necessary to acquire a prepaid credit. This nominal credit will be immediately available and can be used for assigning new licenses to final Clients as well as future renewals. For every assignment or renewal, the license cost will be deducted directly from the available credit, applying public pricing.

When topping up there will be an immediate discount applied (margin) in proportion to the amount acquired. The following table illustrates the available top up groups with their relative discounts. There are also foreseen intermediate amounts, purchasable directlonline.

Top up value	Partner discount	Net price
$ 600.00	25%	$ 450.00
$ 1.200.00	30%	$ 840.00
$ 3.000.00	35%	$ 1.950.00
$ 6.000.00	40%	$ 3.600.00
$ 12.000.00	45%	$ 6.600.00
$ 30.000.00	50%	$ 15.000.00

Top ups can be used for 12 months from the date that it was acquired. Any eventual remaining credit can be maintained by effecting, before the expiration date, another top up even if it is of an inferior or minimal amount. The old credit will be once again available for another 12 months. In their dashboards, Partners will be able to monitor licenses, expirations, renewals and available credit.
Online prices could have some differences in terms of decimals due to USD convesion rounding.

The quality and trustworthiness of a direct FlashStart support represents two fundamental pillars upon which Partners can always rely. There are different levels of support available with personal priority and mode based around a Partners Level.

The Partner Level is assigned automatically by the platform based upon the active license complexity of the final Clients. This level is updated at the beginning of each month and is always visible in the Partner Dashboard

Support types

Basic Support

This offers a problem analysis along with relative solutions with timing calculated on a 'best effort' basis. This does however not include a deep analysis of configurations. The responses are available only through Chat and Ticket.

Premium Support

This guarantees a deep control into platform configurations, including policy, filters and networks. At the technical team's discretion there can also be an activation of Web Call for direct consultation. This level represents the most complete and advanced solution that guarantees the maximum support forPartners.

Partner Level	Monthly use (nominal)	Priority	Support	API Call/month	White Label	Personal manager
Bronze			Basic			
Silver	$ 120	Priority	Basic	25K API Call		
Gold	$ 420	Priority	Premium	50K API Call	Present	
Platinum	$ 1.200	Priority	Premium	100K API Call	Present	Present

Monthly usage is calculated on the active licenses in the current month. In case of annual and multi-year licenses, the monthly fraction of the face value of that license will be considered.

Regarding API Calls present in Partner level, the system will send a notification before its monthly ceiling is exhausted. If the ceiling is exhausted, the APIs will deactivate and resume on the first day of the following month. It is possible at any time to increase quantities by purchasing the options in the next paragraph below.

Additional options

It is also possible to acquire the features that are not included in a Partner Level, or to expand, in accordance with the following table. The prices are listed at a nominal value. The effective cost takes into consideration the discount applied in the top up acquisition phase. In the online Dashboard there will also be indicated the net cost for the Partner. Options will be automatically renewed at the end of validity for an equal period. You will be able to cancel them at any time by accessing your Dashboard.

Feature	Nominal price (to be discounted)	Validity
Premium Support	$ 60	1 month
White label	$ 60	1 month
25K API Call	$ 60	1 month
50K API Call	$ 120	1 month
100K API Call	$ 216	1 month
200K API Call	$ 408	1 month
Data Export (raw)	request quote	1 month