

WATCHGUARD CLOUD

One trusted, powerful platform for all your security service management



WatchGuard Cloud allows you to manage, configure, and report on your security services for each customer from one platform with one, intuitive interface. It is a unified platform that helps you more efficiently run your business and better serve your customers. Reduce your infrastructure costs, accelerate customer acquisition with streamlined onboarding, minimize your time spent on operational tasks, and differentiate your business with WatchGuard Cloud. Whether you are an MSSP hoping to increase profits and efficiency or are a VAR transitioning to a more service-based model, WatchGuard Cloud can help.

“*WatchGuard Cloud provides central visibility across all our clients. This creates the foundation for quick access to real-time data. This is vital information at the fingertips of our team, enabling faster response to identify issues and quicker resolutions.*”

~ Calvin Engen, Director of IT & Managing Partner, F12

INCREASE PROFITS BY REDUCING INFRASTRUCTURE COST

The WatchGuard Cloud platform is delivered entirely from the Cloud, reducing the need to deploy or maintain infrastructure. All upgrades and maintenance are automatically delivered with minimal impact to ongoing business activities. WatchGuard Cloud helps you substantially reduce investment and time required to deploy, set up and go to market with services.

REDUCE THE TIME YOU SPEND ON OPERATIONAL TASKS

Spend less time on operational tasks and more time on those that matter with a platform that streamlines and simplifies workflows. Free up the time you spend managing service licenses, onboarding customers, handling support tickets, and setting up resources with WatchGuard Cloud's automated alerts, built-in roles, and simplified management features.

EASILY DEMONSTRATE VALUE TO YOUR CUSTOMERS

With WatchGuard Cloud you can extend customer visibility into your managed services, enabling you to better demonstrate the success of your service delivery. Greater visibility into services instills elevated customer confidence, which ultimately means longer customer retention and engagement. You also have the ability to easily send pre-scheduled or ad hoc reports for delivery to key stakeholders – from C-level executives and IT directors, network managers and security analysts, to HR and department managers – on topics ranging from threat trends to bandwidth usage to compliance status, and much, much more.

ACCELERATE CUSTOMER ACQUISITION WITH SIMPLE, STREAMLINED ONBOARDING

WatchGuard Cloud helps you go to market quickly with efficient, built-in onboarding tasks. The platform minimizes the time you need to spend on more operational, repeated tasks so that you can start onboarding and providing managed services to customers instantly.

FEATURES & BENEFITS

- **Visibility into security services**
Quickly understand the state of security services from licensing to logging and reporting, and more.
- **All-in-one licensing**
WatchGuard Cloud is included with all Basic and Total Security Suite licenses.
- **Proactive alerts and notifications**
Stay ahead of tasks with alerts for license expirations, security exceptions, service status, and more.
- **Built-in role-based access control**
Easily set up permission-based roles during onboarding that can be adjusted at any time.
- **Easy navigation between customer accounts**
Toggle between accounts while maintaining the same page location and screen view for simplified management.
- **Simultaneous account access**
Partners can view, manage, and configure security services in their customers' accounts for easier troubleshooting and remote management.

WatchGuard Cloud

AVAILABLE REGIONS

3 (North America, Europe, APAC)

SUPPORTED ACCOUNT TYPES

2 (Subscriber, Service Provider)

Partners can select the region of choice during customer onboarding

MULTI-TIER

Yes (Unlimited)

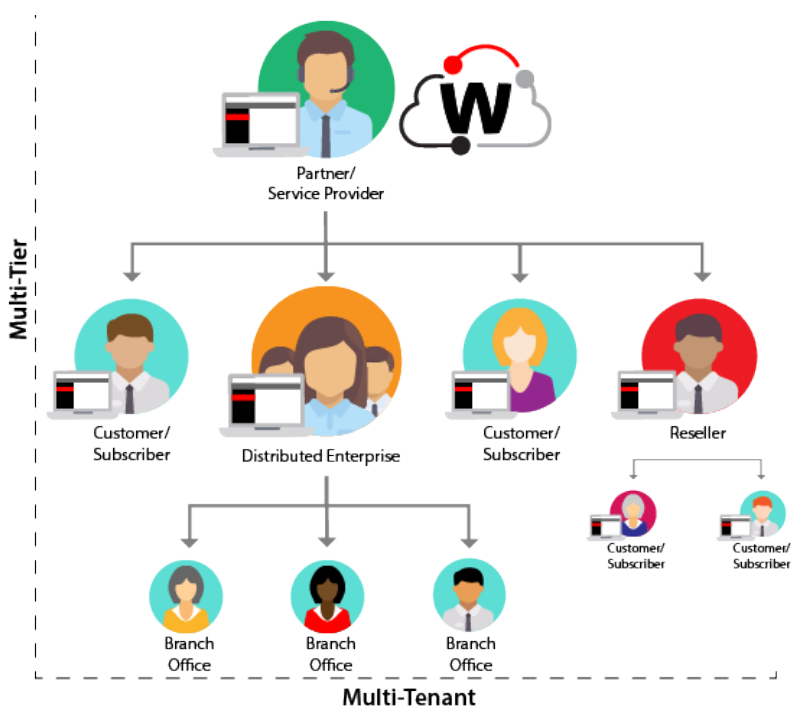
MULTI-TENANCY

Yes (Unlimited)

DATA SEPARATION

Logical and/or Cryptographic

	Subscriber	Service Provider
OPERATOR ROLES	3 (Administrator, Analyst, Observer)	4 (Owner, Sales, Helpdesk, Auditor)
INVENTORY MANAGEMENT	No	Yes
ACCOUNT MANAGEMENT	No	Yes
ACCOUNT DELEGATION	Outbound	Outbound and Inbound
AGGREGATED DASHBOARDS	Security Metrics	Inventory and Account Metrics



While multi-tenancy has become a Cloud service standard, the added capabilities of multi-tier are a powerful differentiator for WatchGuard Cloud. As such, it is the first Cloud-based managed security services platform to offer a truly scalable Security-as-a-Service (SaaS) solution geared towards the Channel.

MANAGE THE WAY YOU WANT

This scalability of the platform's design allows partners to onboard and manage an unlimited number of customers (multi-tier) – regardless of the number, type, location, or size of customers they add (multi-tenancy). The design also enables partners to satisfy the needs of distributed enterprises. The multi-tier, multi-tenant design makes managing customers easy, as partners can view and manage multiple customers from one screen or drill down through multiple account layers. Within this, customers can easily delegate management to the partner of their choice, regardless of which partner onboarded them.

ENJOY SIMPLIFIED, STREAMLINED INVENTORY MANAGEMENT

WatchGuard Cloud's inventory management capabilities allow partners to easily manage service subscriptions and track licensing and to better stay on top of service renewals and contracts. Tasks like adding, activating, and allocating licenses or editing permissions are all done in one place and are seamlessly integrated with the WatchGuard portal.

HAVE PEACE OF MIND KNOWING IT'S BUILT ON A SECURE, TRUSTED PLATFORM

WatchGuard adheres to secure industry best practices for Cloud service operations, providing peace of mind for partners and customers. WatchGuard Cloud enables partners to satisfy regional data sovereignty needs for their customers by selecting the region of choice during customer onboarding. This ensures all data related to security services, policy configurations, logs and reports are stored in the selected region. WatchGuard Cloud also supports logical and secure separation of data per customer account and provides data protection for all information stored within WatchGuard Cloud and any communications with external applications. WatchGuard ensures that the platform itself is compliant with industry data privacy and security regulations.

