

FME Cloud Managed Service Provider (MSP) Partner Requirements, Benefits, and Responsibilities



Version 1.3

Glossary

Managed Service Provider (MSP) Program: This is the new program that provides qualified Partners with technical and business benefits to deliver FME Cloud support and services, along with business solutions, to Safe Software's customers.

Partner: Refers to a VAR, SP, Authorized, Associate, or General Partner.

MSP Partner: Refers to a Partner who is a member of the MSP program.

FME Cloud customer: A customer of FME Cloud that is managed either by an MSP Partner or Safe Software.

Note: This document is a draft proposal for discussion purposes only. The FME Cloud MSP Program may change before it is formally implemented by Safe Software.

MSP Program Tiers

This section defines the MSP Partner tiers along with the requirements, benefits, and responsibilities for joining the MSP program. The MSP Program will initially have two partner tiers - Registered and Premier - but additional tiers may be added over time.

TIER REQUIREMENTS

MSP Partner tiers are a measure of an MSP Partner's competence and capability in understanding and supporting FME Cloud. A key measure of an MSP Partner's success in the program includes the achievement of certification requirements and meeting revenue targets. When an MSP Partner achieves these requirements, they may be promoted through the tiers to become eligible for additional benefits.

The table below outlines MSP Partner tier revenue targets and requirements.

Requirement	Registered	Premier
Annual Revenue Target*	-	\$20,000 USD
FME Server Certified Professional	1	1
Introductory Cloud Certification**	1	1

*This is a moving target that Safe Software will reassess annually.

** See details below for accepted AWS and Microsoft Certifications.

The annual revenue target includes all revenue generated in FME Cloud customer accounts managed by an MSP Partner. It does not include the revenue generated in the MSP Partner's own master FME Cloud account where the FME Cloud MSP credits are applied. This account should only be used for non-production workflows.

The cloud certification is in place to ensure that MSP Partners can competently advise customers on key cloud services that often need to be leveraged alongside FME Cloud to deliver an optimal solution. These are the certificates we officially support:

- [AWS Certified Cloud Practitioner](#) [Recommended for beginners]
- [Microsoft Azure Administrator Associate](#) [Recommended for beginners]
- [Microsoft Azure Developer Associate](#)

TIER BENEFITS

MSP Partners receive benefits as outlined in the table below.

Benefits	Registered	Premier
FME Cloud Partner Dashboard Access	Yes	Yes
Commission	-	10% of revenue*
Website presence	Listing on Partner Locator as an FME Cloud MSP Partner.	Priority listing on Partner Locator as an FME Cloud MSP Partner.
FME Cloud Credits	\$250 (every quarter)**	\$750 (every quarter)**
Free knowledge transfer from senior staff at Safe Software	Yes	Yes
Dedicated Partner cloud resources on Partner Central	Yes	Yes

*Safe is still finalizing details on how this will be calculated and remitted to MSP Partners.

**Credits will expire after each quarter and can only be used for non-production purposes in the MSP Partner's master FME Cloud account.

PARTNER RESPONSIBILITIES

All MSP Partners, regardless of their tier, are expected to offer Managed support plans which include supporting, monitoring, and managing customers' FME Server instances throughout the lifecycle of their FME Cloud deployment. MSP Partners will establish the terms and prices for Managed support plans and additional services directly with the customer at their discretion. However, at a minimum, the Managed support plans will include the following:

Management: The day to day management of the customer's FME Server instances via the dashboards. This includes performing tasks such as: launching instances, resizing disks, changing the instance size to match load, and advising on which pricing model should be leveraged.

Disaster recovery: Leveraging the FME Cloud snapshot and backup functionality to minimize the customer's downtime and data loss in the event of an instance failure.

Security: Ensuring security patches are applied and the ports are secured for the customer's instances.

Uptime management: Ensuring the correct instance notifications are configured so if the performance of the instance degrades or fails, then the MSP Partner can notify the customer or otherwise react according to the contract terms with the customer.

FME Server upgrades: Working with the customer to upgrade FME Server as appropriate.

First Line Support: Acting as the primary point of contact for all customer support and enhancement requests, security concerns, and basic “how-to” questions. MSP Partners are responsible for all support related to launching and managing FME Server instances, up to but not including, gaining direct access to the instance and access to the FME Cloud tier. The MSP Partner may obtain access to the FME Cloud partner dashboard, FME Cloud customer dashboards, and the FME Server interfaces (Web and REST API) in order to provide this support.

If the MSP Partner does not deliver an acceptable level of support to the customer, they could risk losing their status within the program.

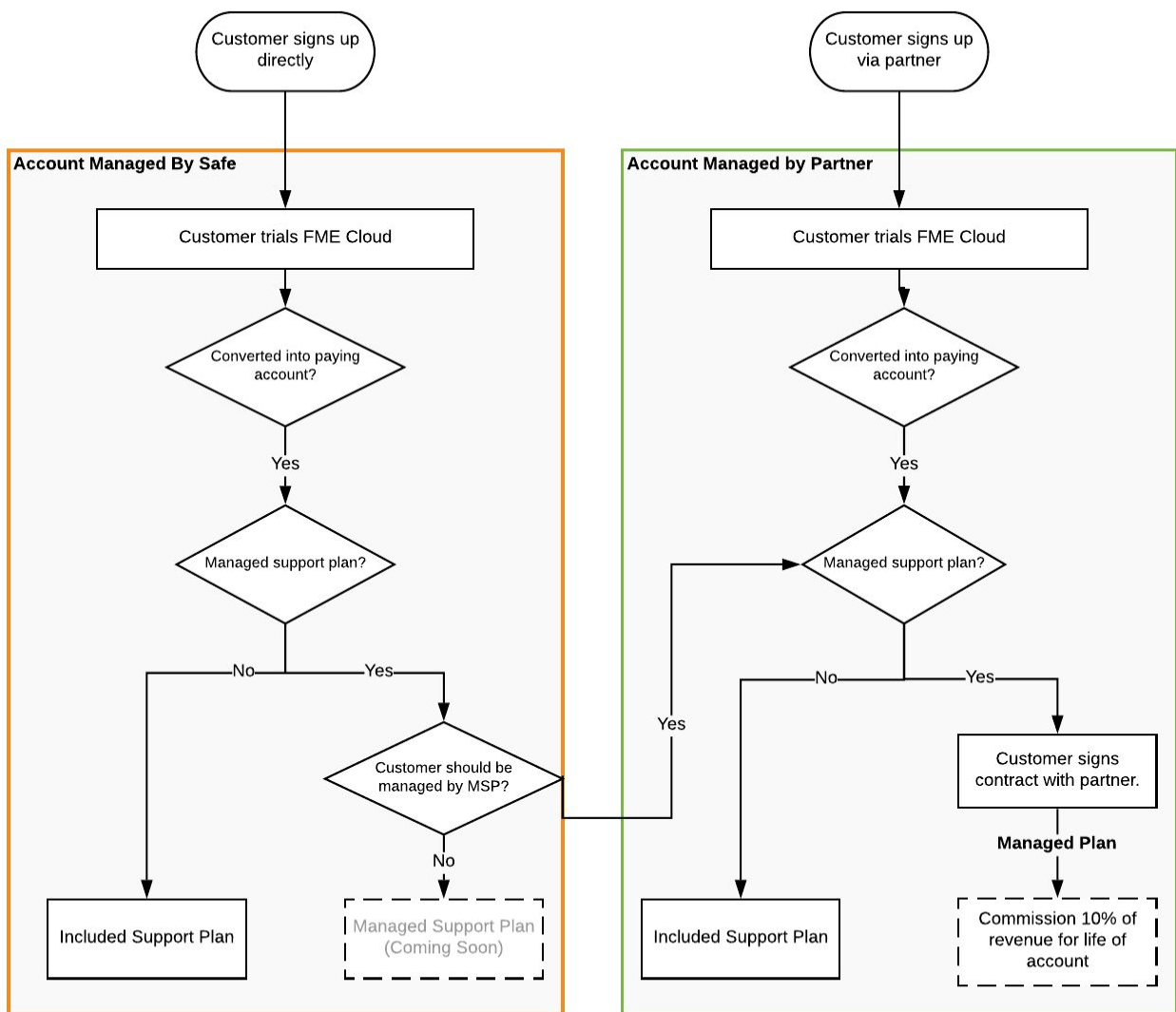
TIER ATTAINMENT AND ADJUSTMENTS

The tier to which the MSP Partner is initially assigned is based on meeting the requirements defined above. In October of each year, Safe Software will review the MSP Partners’s performance and assign them to a new tier for the following year if applicable.

NOTE: All current Partners are eligible to join the FME Cloud MSP program in the *Registered* tier without having an AWS Certified Cloud Practitioner. By January 2019, all MSP Partners will be expected to have a cloud certification or they will be removed from the program.

Onboarding Customers into the MSP Program

Safe wants to create a program that ensures MSP Partners can initiate and maintain strong relationships with their customers. This diagram details the onboarding logic.



As can be seen in the diagram above, there are two support plans now offered on FME Cloud *Included* and *Managed*. Included is the default plan that customers are assigned to when they first

sign up and trial FME Cloud. Managed support plans are what MSPs will transition customers to once they have signed a support contract. Below is the full breakdown of the different plans.

	Included	Managed
Hours of Coverage	M-F, 8am-5pm PST*	Personalized
Support		
Helpdesk Support	✓ Yes	✓ Yes
Advanced Support	✗ No	✓ Yes
Knowledge Center (doc and forums) access	✓ Yes	✓ Yes
Proactive Management & Monitoring		
Proactive monitoring of the FME Cloud dashboard and API	✓ Yes	✓ Yes
Proactive monitoring of your FME Cloud Instances	**Self-Service	✓ Yes
Major FME Server version upgrades	**Self-Service	✓ Yes
Security Patching	**Self-Service	✓ Yes
Implementing a disaster recovery plan	**Self-Service	✓ Yes
Pricing	Free	Custom Contact Safe Software or an MSP Partner

KEY POINTS

- If an MSP Partner signs up an FME Cloud customer who only requires the Included support plan, the MSP Partner will still have transparency into that customer. However, the MSP Partner will not receive a commission. Ideally, Safe Software wants all FME Cloud customers that MSP Partners manage to be on a Managed plan.

FAQs

How will customers be directed to MSP Partners?

1. Support Plans

The FME Cloud pricing page details two support plans: Included and Managed. By default, all customers are on the Included support plan. For larger customers, there are two key limiting parts of the Included support plan that are going to push people to the Managed plan and thus to MSP Partners:

- Hours of coverage are M-F, 8am-5pm PST. For many customers in Europe, this will not align with the FME Cloud customer's working hours. For others, they may want more extensive hours of coverage, i.e. 24/7.
- The lack of proactive monitoring of the FME Server application tier will push people to MSP Partners if they don't want to manage the FME Server instance themselves.

2. Partner Locator

The Partner Locator page on Safe.com lists the FME Cloud MSP Partners. There will also be a dedicated page explaining what MSPs are and the value they offer.

3. Partner Web Pages

Both Registered and Premier Partners will be encouraged to promote their expertise on their own website.

4. Referrals

If a customer signs up to FME Cloud directly with Safe Software, but then the Included support plan isn't sufficient for their needs, Safe Software will recommend the customer engage with an MSP Partner in their local region.

5. If the customer uses an MSP Partner, will Safe also be monitoring the infrastructure?

Yes, as detailed in the [FME Cloud Shared Responsibility Model](#), Safe is always responsible for the hardware, networking and operating system on the instance. The MSP Partner will help the customer manage the FME Server application tier. While this sounds like a small component, it is the piece most prone to issues and requires a proactive approach to ensure a high level of uptime.

6. If a customer only wants Included support, but in a different time zone, do they need an MSP Partner?

If a customer wants Included support, but with hours of coverage in a timezone different to what the Included plan covers, then they need a Managed plan. If the FME Cloud customer is located outside of North America, it is recommended to use an MSP Partner.

7. Can an MSP Partner gain SSH access to an FME Cloud customer's instance?

No, an MSP Partner can only gain access to the customer's FME Cloud dashboard. If the terms of service permits, the MSP Partner might also be able to access the FME Server WebUI and REST API. A large amount of debugging can be done within these tiers. If the problem can't be resolved, then the MSP Partner can contact Safe Software and work with them to resolve the issue.

8. How does the contract between the FME Cloud customer and MSP Partner work?

The terms of service for the contract are between the customer and the MSP Partner. The MSP Partner can establish terms and prices for services at their discretion. However, at a minimum, the terms must include a set of core Managed support responsibilities as described above under "PARTNER RESPONSIBILITIES"