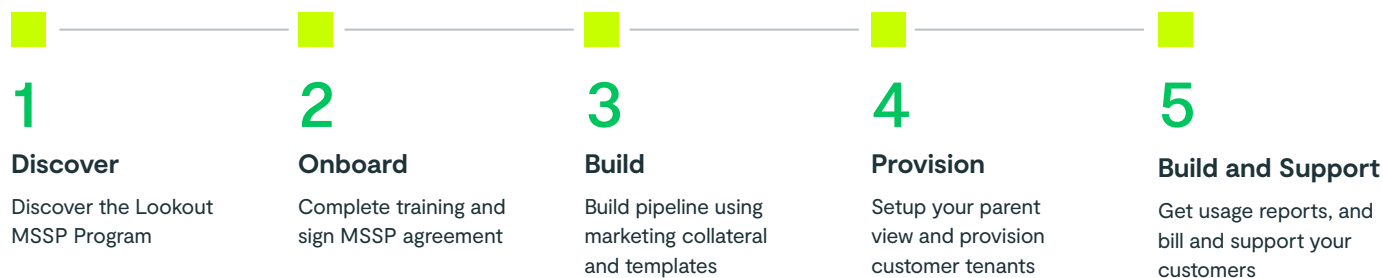# Getting Started Guide for MSSPs

A Five Step Process
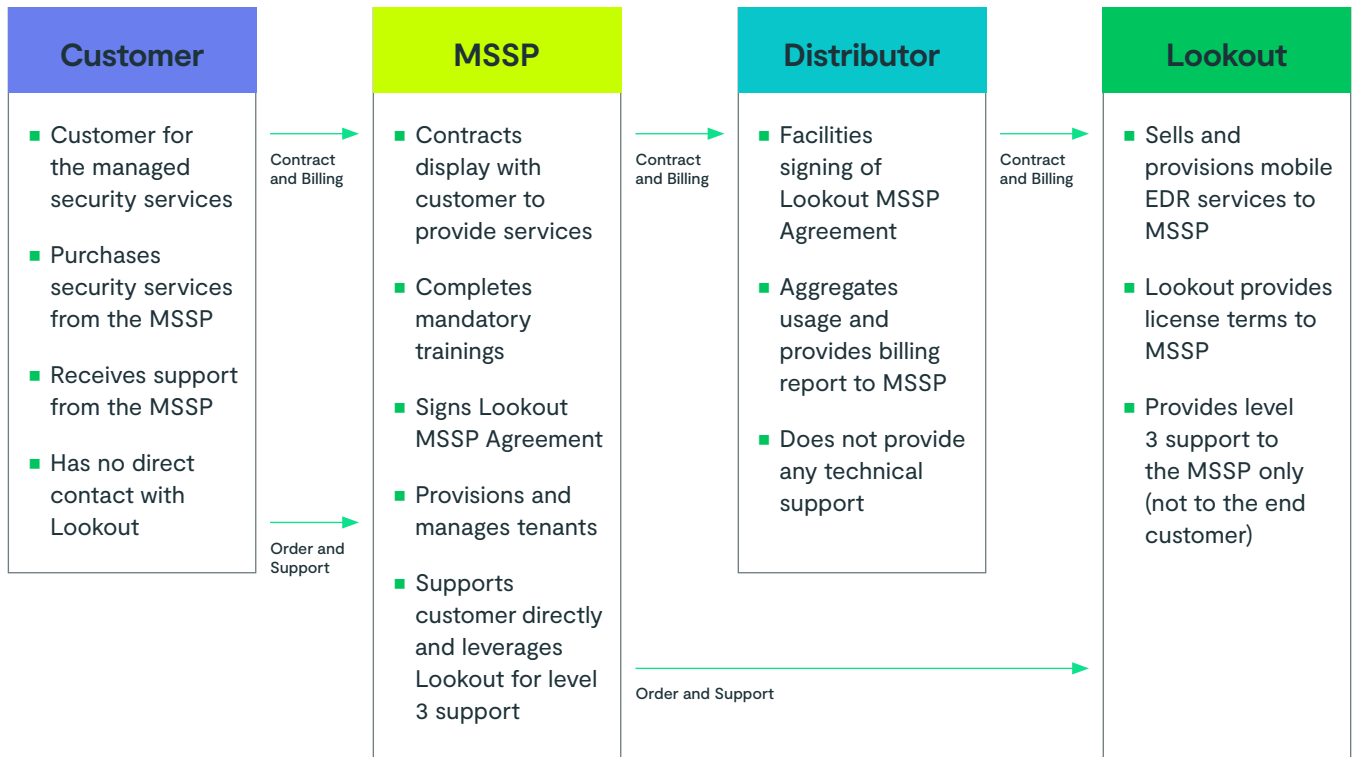
Five Steps to Get Started

The Lookout MSSP program makes it seamless for you to deliver mobile endpoint detection and response (EDR) services to your customers. Follow these five steps to get up and running with our mobile EDR solution.

1

Discover

Discover the Lookout MSSP Program

2

Onboard

Complete training and sign MSSP agreement

3

Build

Build pipeline using marketing collateral and templates

4

Provision

Setup your parent view and provision customer tenants

5

Build and Support

Get usage reports, and bill and support your customers

The Parties Involved

There are four parties involved in the delivery of Lookout's mobile EDR services through the Lookout MSSP Program. These parties are the end customer, the MSSP, the distributor, and Lookout. The graphic below shows the relationships between the parties as they pertain to the provisioning of services under our MSSP Program.

Customer		MSSP		Distributor		Lookout
■ Customer for the managed security services ■ Purchases security services from the MSSP ■ Receives support from the MSSP ■ Has no direct contact with Lookout	Contract and Billing → Order and Support →	■ Contracts display with customer to provide services ■ Completes mandatory trainings ■ Signs Lookout MSSP Agreement ■ Provisions and manages tenants ■ Supports customer directly and leverages Lookout for level 3 support	Contract and Billing →	■ Facilities signing of Lookout MSSP Agreement ■ Aggregates usage and provides billing report to MSSP ■ Does not provide any technical support	Contract and Billing →	■ Sells and provisions mobile EDR services to MSSP ■ Lookout provides license terms to MSSP ■ Provides level 3 support to the MSSP only (not to the end customer)

Order and Support →

*A direct-to-Lookout option is available pending approval

Let's Get Started

Note: Each of the callout boxes contain important information to consider. Active links are also provided throughout to guide you to relevant resources that help complete a step:

1

Discover the Lookout MSSP Program

☐ Visit lookout.com to learn about our MSSP Program

☐ Click 'Explore Program' to complete the inquiry form

☐ A Lookout representative will contact you within two business days

☐ Get trial access to our partner portal and explore resources*

*Requires signing of mutual non-disclosure agreement (MDNA)

Key Assets: Lookout website, Lookout Partner Hub
Support: Lookout representative

2

Onboard as a Lookout MSSP Partner

☐ Complete required enablement training in our Partner Hub

☐ Sign the Lookout MSSP agreement via your preferred authorized distributor*

☐ Upon signing the MSSP agreement, gain full access to Lookout Partner Hub

*A direct-to-Lookout option is available pending approval

Training

Our training courses are designed to be self-guided and interactive and include short knowledge assessments. All partners are required to take the course prescribed within the Partner Hub.

Key Assets: Lookout Partner Hub , Lookout MSSP agreement
Support: Lookout representative, Authorized Distributor

3

Build your opportunity pipeline

☐ Leverage our Campaign-in-a-box to launch a quick marketing campaign

☐ Optionally, create your own custom campaigns with our marketing content

☐ Launch sales campaigns to fit your business

☐ Use our templates to help upsell into your existing customers

Campaign-in-a-box

We provide a set of marketing assets that align with current Lookout campaign themes to give you an easy way to drive demand. These campaign packages contain relevant content such as brochures, social posts, videos, and email templates. You will find these in the Marketing section of the Lookout Partner Hub.

Key Assets: Lookout Partner Hub (access to Campaign-in-a-box)
Support: Lookout representative

4

Provision and manage your tenants

- ☐ Receive access to the Lookout Provisioning Portal

- ☐ Establish your parent view, default policies and apply to all your customer tenants

- ☐ Manage your tenants and subscriptions using the Lookout Provisioning Portal*

*Assign additional licenses, change SKUs, renew or cancel tenants. Refer to our Commercial Model in the MSSP Solution Brief.

Provisioning Portal Access

To gain access to the portal, the following must have been met:

- Signed the Lookout MSSP agreement
- Completed required training
- Completed a successful credit check
- Signed distributor contract and purchase order

Key Assets: Lookout Provisioning Portal
Support: Lookout representative, Authorized distributor

5

Bill and Support Your Customers

- ☐ Receive a consumption and billing report from Lookout directly or from your authorized distributor by the 15th of the following month

- ☐ Provide level 1 and 2 support for your customers

- ☐ For level 3 support, create a support request via the Lookout Support Portal, or email esupport@lookout.com

Monthly Billing

On the 15th of every month, you will receive a billing report for usage incurred during the previous month. Depending on your agreement, this report is either provided by your authorized distributor or by Lookout directly.

About Lookout

Lookout, Inc. is the endpoint to cloud security company purpose-built for the intersection of enterprise and personal data. We safeguard data across devices, apps, networks and clouds through our unified, cloud-native security platform — a solution that's as fluid and flexible as the modern digital world. By giving organizations and individuals greater control over their data, we enable them to unleash its value and thrive. Lookout is trusted by enterprises of all sizes, government agencies and millions of consumers to protect sensitive data, enabling them to live, work and connect — freely and safely.