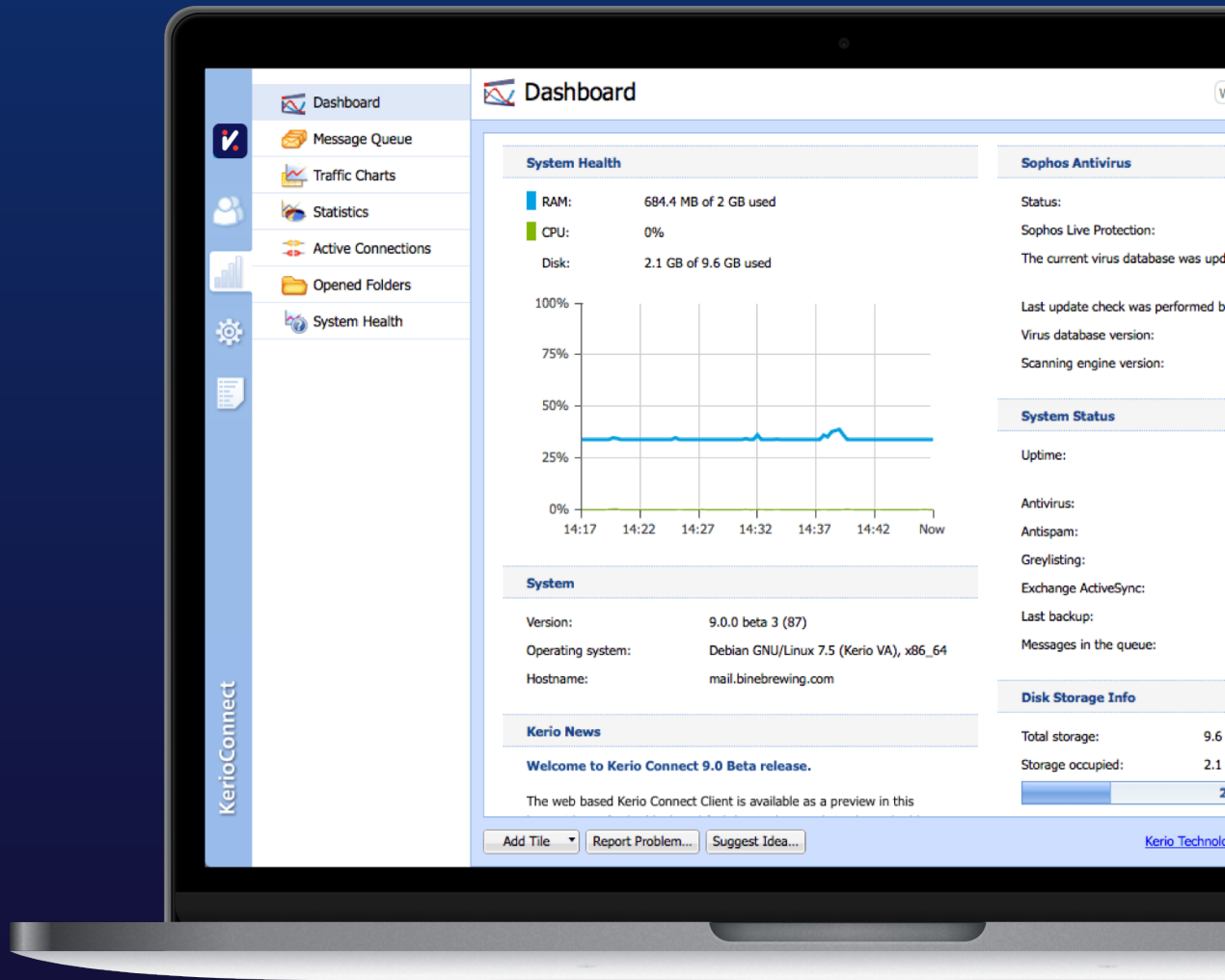




MSP | Best Practices



TARGET AUDIENCE

Managed Service Providers.

AIM

The purpose of this document is to provide a set of guidelines to MSPs on how they can draft their own marketing content to promote their KerioConnect service offerings to existing and new customers.

The information provided in this document covers the possible product offerings, MSP benefits, service offerings, solution-specific technical items that can be leveraged and other marketing collateral that can be created.

DISCLAIMER

GFI Software's role in this scenario is limited to offering the product. The service offerings are focused on the value that the MSP would bring to their customers rather than product features. Therefore, marketing and consequently offering these services to customers is at the sole discretion of the MSP.

- Change in total storage occupied over the month.
- System update alerts e.g. mail server has been updated to the latest version.

Note: KerioConnect offers these statistics on a **server level** and for **“all-time”**. If you’re serving multiple customers per KerioConnect instance, adjust this accordingly. If you’re serving a single customer per instance, you can reset the statistics every month to get the per-month statistics.

✓ **Hardware used**

If you’re using top-of-the-line hardware to host the instances, it is important to advertise that. For instance, if you’re NVMe SSDs for mailbox storage, it would be a good idea to market that to gain customer confidence regarding fast & optimized data access.

✓ **Competitor analysis**

Know your competition. It is important to ensure that the price and service offering (e.g. mailbox size/user, offering elastic storage, etc.) are market competitive. Additionally, it is also important to use that in marketing, as customers are always looking for the best deal for their money.

✓ **Backup & archiving policy**

Mailservers host highly critical data; making data redundancy absolutely necessary. Use a robust backup and archiving policy (archiving can be optional and potentially offered as an add-on) and market that to assure the customer that their data is in safe hands. An example email communication to send to a customer is; “We at <MSP Name> understand how critical email data is. Therefore, our experts are consistently backing up your data every <number of > hours to protect you against a data loss situation.”

Note: This is also important from a compliance standpoint.

✓ **Emergency restore**

Problems happen - customers might accidentally lose an email, an email folder, or their entire mailbox. Offer your customers to assist in recovering these items with an **SLA (e.g <number> hours)** to ensure business continuity.

KerioConnect’s KMSRecover tool can help in restoring items using backups in a quick and efficient manner, hence assisting you in servicing such requests.

✓ **Location of the server/cloud instance**

Let your clients know which country the server or cloud instance is hosted. From a compliance standpoint, it is important to many clients that data at rest stays within their country. Additionally, from a technical standpoint, having the data/server in the same region/country ensures faster access. If you’re using or offering multiple availability zones via Amazon Web Services (AWS), for instance, it is definitely worth it to advertise that.

✓ **Remote erase data (for mobile phones)**

Cellphones are prone to be lost or stolen. Offer your clients the service to remote wipe their mailboxes from any mobile phone in such an event. KerioConnect includes this functionality and therefore can assist you in servicing such requests.

✓ Tiered licensing/data offering

If you can/do offer tiered licensing (e.g. 5GB, 10GB, 20GB mailboxes), it can add great value for the customer, as mailbox sizes are usually asymmetric within an organization. This ensures that the customer feels that they're only paying for what they're using. GFI KerioConnect can assist in that as:

- It has the **option** to set up quota limitations on a per-user basis.
- It has the option to set up quota limitations on a per-**domain** basis. Therefore, you could potentially offer a package where the "data limitation" is not based on **per mailbox**, but on *all mailboxes combined*. This could offer great value and flexibility for clients that have mailboxes asymmetric in size.

✓ Technical support

It is essential to offer at least Level 1 support to the customer with an agreed-upon SLA, as problems do arise. During onboarding, it reassures the customer that you will be there for them every step of the way. Furthermore, providing quality support builds trust which helps ensure customer retention.

✓ Managed system updates and upgrades

Let your clients know that you're regularly checking for updates, patches, and upgrades in all the associated systems for the mail solution deployment (OS Updates and patches, mailserver new versions, Anti-virus signature updates, etc.) to ensure that the systems are always fully-safe and on the latest versions for optimal performance and security.

✓ Domain setup

For new customers looking for a hosted email solution, setting up domain records can be a pain. If you have the required expertise on your team, it might be a good idea to offer that as a complementary or paid professional service so customers are provided a turnkey solution.

✓ Include FAQs

For MSP-specific service offerings e.g. SLAs, Billing queries, etc.; it is advisable to include an FAQ section to answer common questions *before* the client asks them. Reducing the to-and-fro communications can greatly enhance the customer experience and ensure a smooth customer journey.

Besides the feature and service offerings, at the end (and potentially a little info at the start) of the marketing material, it is integral to provide your clients with more information about yourself.

Below is some of the information you can include in your official marketing material:

About us

Give your clients a brief introduction to your organization, your focus, how many customers you have, how long have you been in the market and contact details.

Case studies

Document how you have helped customers succeed. Aim to quantify the value they have gained from using your solutions and services e.g. <hours> of reduced downtime, improved response times etc.

Use cases

Document the different types of industries your solution can be used in, and highlight how the solution is used across various types of businesses.

Testimonials

Share reviews and testimonials of your existing clients, preferably from varying market sectors.

Contact us

Provide customers with different ways through which they can reach you. It's best to word this such that it acts as a Call-To-Action. For example, 'Want your data to be onsite and secure with 24/7 support? Contact us for more information.'

