



# **MSP Program Billing Procedure**

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# Apptega MSP Billing Program

## 1.0 Apptega MSP Program

The Apptega MSP Program provides the ability for MSP's to leverage their own unique multi-tenant environment to support the growth of their brand and solution offerings. Within the portal, an MSP can create portals that represent the unique environment for each customer that is onboarded onto the platform. Apptega's MSP Program pricing model supports MSPs deploying different programs that meet the goals of their specific business model and customer goals.

## 2.0 Apptega MSP Program Fee / Subscription Minimum

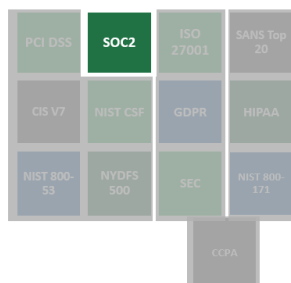
The Apptega MSP Program requires a minimum monthly subscription commitment to participate in the program. The purpose of this minimum is to ensure that Apptega's MSP partners are committed to investing into the development of their own unique product offerings. Apptega will support the MSPs efforts in creating its own unique branding and overall offering. This Program Fee / Subscription minimum is used to fund the initial subscription licenses purchased as end customer licenses are consumed.

## 3.0 Pricing Options

Within the Apptega MSP Program, MSPs have the option of leveraging two different pricing models, the Apptega for MSP SMB Edition and Apptega for MSP Standard Edition. The purpose of these different editions is to provide a variety of price points and product capabilities to meet the needs of both small businesses and larger organizations that have more robust requirements.

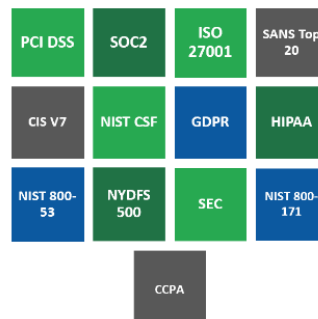
### Apptega for Service Providers SMB Edition

Single Framework  
Choose One Framework without Harmony  
Intelligent Framework Mapping



### Apptega for MSP Standard Edition

Includes:  
12+ frameworks  
All features of the full Apptega Product



## 4.0 Billing Models

Apptega provides both a monthly recurring and annual recurring billing model. When an MSP signs up for the program, they can choose between an upfront annual model or a monthly recurring model. If they choose the upfront annual model, they will pay the MSP Program Fee / Subscription Minimum Fee in a lump sum. If they select the monthly recurring model, they can pay the Program Fee / Subscription Minimum Fee on a monthly basis. Depending on the model chosen, MSP will have different pricing available in support of their customer deployments. The Annual Payment Model provides for a lower price.

## 5.0 Choosing the Right Pricing Options

The Apptega billing team will provide a monthly statement that highlights the current enrollment status of all tenants. Each tenant will be billed at the rate based upon the following factors (1) Number of Employees (2) Product ID / Number of Frameworks (3) Number of Tenant Users (2) Billing model.

- Pricing is Banded Based on the # of Employees:

Employees \*

101 - 250 ▼

- If you prefer SMB Edition Option #1, you must not select “All Frameworks Bundle” but rather select a specific framework to be deployed to a tenant.

Product Id \*

All Frameworks Bundle ▼

☑ All Frameworks Bundle

☐ CSF Framework

☐ HIPAA Framework

☐ ISO 27001 (A) Framework

☐ PCI Framework

☐ SANS Top 20 Framework

☐ SEC Framework

☐ SOC 2 Framework

- If you prefer SMB Edition Option #2, you can select the “All Frameworks Bundle” but you must select this field:

☐ Check if you do not want this account to have any user access to the platform

- Pricing is banded based upon either the monthly or annual subscription options.

Invoiced \* ⓘ

--None-- ▼

--None--

Monthly

Quarterly

Annually

Industry

## Pricing Example #1

This tenant would be billed for the Apptega for MSP SMB Edition at \$110.00 Per month.

- This is a 50-100 Employee company
- They have chosen only a single framework within the Product ID field
- They selected the Monthly Invoice Option
- Currently the Unit Price field is not automatically filled out, but can be filled in manually by MSP or Apptega Billing Team

New Customer Account

Account Name *	Employees *
MSP Test Account	51 - 100
Contact First Name *	Product Id *
Jon	ISO 27001 (A) Framework
Contact Last Name *	Product Type *
Smith	Subscription
Contact Phone (optional)	Unit Price * ⓘ
404-555-5059	\$ 110.00
Contact Email *	Invoiced * ⓘ
jon.smith@companyx.com	Monthly

## Pricing Example #2

This tenant would be billed for the Apptega for MSP Standard Edition at \$4,975.00 Per Year.

- This is a 200 Employee company
- They have chosen the “All Framework Bundle” option from the Product ID
- They selected the Annual Invoice Option
- Currently the Unit Price field is not automatically filled out, but can be filled in manually by MSP or Apptega Billing Team

New Customer Account

Account Name *	Employees *
MSP Test Account	101 - 250
Contact First Name *	Product Id *
Jon	All Frameworks Bundle
Contact Last Name *	Product Type *
Smith	Subscription
Contact Phone (optional)	Unit Price * ⓘ
404-555-5059	\$ 4,975.00
Contact Email *	Invoiced * ⓘ
jon.smith@companyx.com	Annually

## 6.0 Apptega Trial and Assessment Process

The Apptega MSP program allows for our MSP partners to create tenant environments that can be used during the sales cycle or during an assessment with the MSPs customers. During this 30-day period, a fully functional environment can be provided to an MSP and its customers. At the end of the 30-day Trial/Assessment period, these environments need to be decommissioned or will be moved to part of the MSPs monthly/annual billing.

In order to correctly account for these tenants, please ensure that you select the Product Type = Trial

Product Type \*

Trial ▼

--None--

Subscription

Trial

Partner Demo

Expired Trial / Assessment

Cancelled Subscription

Based upon the date the Tenant was created, the Apptega Billing Team will monitor when the tenant is approaching the 30-day threshold. As the team reviews the monthly billing cycle, any accounts that have past the 30-day threshold will have their status reviewed. These accounts must be recategorized to their respective status. To decommission unsuccessful trials or assessments, please recategorize the Product Type to be Expired Trial / Assessment. This will trigger the Apptega Billing Team to decommission these portals from your MSP Multi-tenant and eliminate any billing responsibilities.

7.0 Apptega Monthly Billing

Each month, Apptega will provide a report that will show the expected monthly invoice based upon the clients currently deployed. This report will factor in the pricing examples above to provide an annual and monthly subscription fee for each respective customer deployed. If the Apptega MSP Program Fee / Subscription Minimum has not been met and the partner is on the monthly model, an invoice will be generated representing the minimum. Once the total subscription dollars eclipse the monthly minimum, the MSP Program Fee will be waived and Apptega will bill the invoice off the respective subscription fees. New customers will be added to the adjusted report and invoice each month as the are onboarded onto the platform.

Deal ID	Associated Company	Deal Name	Employee Band	Annual MSP License	Monthly Subscription	Days Since Portal Created
			101 - 250 Employees	\$ 3,000	\$ 250	53
			101 - 250 Employees	\$ 3,000	\$ 250	53
			1-50 Employees	\$ 600	\$ 50	47
			1-50 Employees	\$ 600	\$ 50	46
			1-50 Employees	\$ 600	\$ 50	36
			1-50 Employees	\$ 600	\$ 50	6
		MSP Program Fee	N/A	\$ 6000	WAIVED	
Total Monthly Subscription					\$ 700	