Macrium Software MVP Managed Service provider program is ready for service. This document outlines the program structure, processes and technology that we will be using to support MSPs in delivering fast and reliable endpoint backup to mixed physical and virtual environments. As the program evolves some of the details may change so, please use the resources found on the Macrium Partner Portal to keep up to date.

MSP Program Structure:

MSP On-boarding
MSP will be able to sign on through the normal partner registration pages, where they have the option of selecting becoming an MVP MSP. The registration is free but will be subject to approval by the Macrium partner team.

When registration is complete, the Metered License keys, for use in Macrium Site Manager 7 (or later), will be available to download from the partner portal.

When the key is added to Site Manager license management, it is recognised as Metered License key and allows the deployment of Server and Workstation MAL agents to all machines needing backing up.

How does the Metered License work?
There is a single Metered License key for both Server and Workstation MAL agents.

Once the Metered License key is added to a Site Manager instance, it is then registered with the Macrium Licensing database. It is mandatory that the Site Manager installation has internet access otherwise the keys will disable automatically.

On the last day of the calendar month, a report will be generated from each Site Manager instance that details the type of agents used and the maximum number of agents deployed in the previous month. This report is known as the Deployed Agents Report.
License & Reporting FAQ

MSP On-boarding
Each MSP will need a Metered License key per Site Manager installation.

Reporting period
The Deployed Agents Report is collated monthly in arrears on the last day of each calendar month.

What is in the report?
The Deployed Agents Report for each MSP includes a summary of the number of agents deployed by type (Server or Workstation) by Site Manager. It is assumed that the MSP will give each Site Manager instance a unique name or identifier.

Who gets the report?
The report is sent to the MSP as well as the regional aggregator for onward billing. A copy of the report can be downloaded from the MVP Partner Portal on request.

What does the Aggregator do with the Deployed Agents Report?
The Aggregator will break out the report by MSP and send invoices as appropriate. At the same time, the Aggregator will place an order on Macrium for the total number of Deployed Agents.

What function does MultiSite Manager perform?
MultiSite Manager provides central monitoring and access to the Site Manager instances from a central point and location. It facilities the administration of the backups for MSPs.

What about Server Plus Agents?
Metered License keys specifically for use with standalone installations of Server Plus will be available. These will need to be added to Server Plus individually. Site Manager will then recognise these as Metered License keys and will include them in the Deployed Agents Report.

Macrium Software provides comprehensive backup and DR solutions for home or businesses which are used worldwide to protect valuable data and operating systems. Using advanced disk imaging technology Macrium solutions provide fast reliable and easily recoverable images. With many millions of users worldwide, Macrium is a trusted and reliable solution for all data protection needs.