



usecure

usecure MSP Overview

Learn why usecure's purpose-built product, growth-driven partnership and people-first approach is the perfect fit for managed service providers.

www.usecure.io

The automated Human Risk Management platform for MSPs

usecure gives MSPs the tools to calculate the human cyber risk of existing and prospective clients in just a few steps, then automate an ongoing fix that enhances their service value, differentiates their offering and drives long-term MRR.

→ Admin-lite automation

From 'set-it-and-forget-it' user training and 'done-for-you' phishing campaigns, smart automation enables you to sell usecure at scale.

→ Easily white-label

White-label the entire usecure platform in minutes with simple configuration settings that ensure all client-facing assets are branded.

→ Simplicity at the core

Our features are easy to use and require minimal training to get the ball rolling - keeping admin quick, simple and streamlined from day one.

Calculate the risk

Sell the requirement of usecure with a unique offering that helps your MSP prospect new clients and generate more sales conversations.

Human Risk Report (HRR)

Sales Prospecting Tool for MSPs

Generate a free one-page report in just a few steps that demonstrates your prospect's current human risk areas and outlines how Human Risk Management provides the fix.

- Win new clients faster with HRR
- Generate a free one-pager risk report
- Outline phishing and dark web threats
- Calculate their Human Risk Score
- Demonstrate the need for usecure

Automate the fix

Enhance your service value by converting your HRR prospect into a paid usecure account or by enabling a 14-day trial.

Once converted, each end-user will be sent a 10-minute questionnaire and, from their answers, their ongoing training program is crafted, deployed and managed through smart automation - with regular phishing tests, breach scans and policy communications alongside.

uLearn

Security Awareness Training

- ✓ Creates a risk profile for every user
- ✓ Automates risk-driven user programs
- ✓ Ongoing 'set it and forget it' training

uPhish

Simulated Phishing Software

- ✓ Automates regular phishing tests
- ✓ Create custom spear-phishing tests
- ✓ Choose from readily-made templates

uBreach

Dark Web Breach Monitoring

- ✓ Detects exposed user credentials
- ✓ Reports on breached services
- ✓ Identifies what data is exposed

uPolicy

Simplified Policy Management

- ✓ Automates policy eSign requests
- ✓ Tracks staff policy approvals
- ✓ Organises policies in one place

Monitor impact

Demonstrate service value with ongoing human risk scoring and automated client reports.

Human Risk Monitoring

Track how your clients' human risk scores change over time and automate regular summaries that keep managers updated on their employees' cyber security posture.

- Monitor human risk score over time
- View training adoption and impact
- Track phishing results over time
- Automate client summary reports

A truly partner-first program, designed for growth and scale

When you grow, we grow. That's why we've created an MSP program that puts your goals before our own, with a truly MSP-friendly model that is driven towards joint success from day one - the way partnership should be.



Built for MSPs

The usecure platform is designed to be admin-lite, quick to launch and super easy to use for MSPs.

With the help of uService (our multi-tenant portal built exclusively for MSPs) you're able to manage everything in one place, plus you can add multiple admins anytime you want.

Multi-tenant admin portal

- ✓ Manage all accounts in one place
- ✓ Onboard new clients in a few steps
- ✓ Enable free trials & control billing

White-label everything

- ✓ Quick & simple white label settings
- ✓ Brand all client-facing content
- ✓ Brand your admin portal

Lightening fast deployment

- ✓ 100% cloud-based, no installations
- ✓ Minimal admin training needed
- ✓ In-app onboarding tutorials

Admin-lite automation

- ✓ Automate uLearn training programs
- ✓ Automate regular uPhish simulations
- ✓ Automated weekly manager reports

Flexible licensing

Rather than creating a licensing model that serves usecure first and our partners second, we've created a flexible model that enables MSPs to enhance their service value and grow their margins from day one, without having to commit to excessive terms.

Simple licensing model

- ✓ No complicated pricing tiers
- ✓ One price, with all features included
- ✓ All admin automation tools included

Flexible monthly billing

- ✓ Save money, avoid wasted licenses
- ✓ Only pay for monthly active users
- ✓ Increase or decrease licenses anytime

No lengthy commitments

- ✓ No minimum term
- ✓ No minimum number of licenses
- ✓ Test usecure first with a free NFR

Start billing in a few clicks

- ✓ Each client has a dedicated portal
- ✓ Activate billing from the admin portal
- ✓ Create new customers in minutes

Free growth assets

Whether your MSP has the luxury of an in-house sales and marketing team or not, selling a new service can be hard. That's why we've heavily invested in making sure you have all the assets you need to create a buzz around your offering!

Sales & Marketing Resource Hub for MSPs

- ✓ Free white-labelled resources
- ✓ usecure 'go-to-market' pack
- ✓ Social media & email templates
- ✓ Landing page & blog content
- ✓ Sales call scripts & cheatsheets

Win new clients with Human Risk Report (HRR)

- ✓ Sell better with Human Risk Report
- ✓ Stand out with a unique lead magnet
- ✓ Provide an actionable free risk report
- ✓ Calculate human risk in a few steps
- ✓ Add the Sign-Up Widget to your site

People-First Support

Quick and helpful real-time support, whenever you need it

Partner happiness is our first thought. That's why we've created a library of on-demand resources to help you succeed, plus we offer helpful human support that focuses on rapid resolutions, not just quick responses.

In-app live chat

As an MSP, your time is better spent on managing your clients, not putting out vendor-related fires.

So, we've made it easy for you to reach our team without the need for slow SLAs, lengthy email chains or robotic Q&As.

Get human support in a flash

- ✓ Get human support in under 2 mins
- ✓ No forms, just start a live chat
- ✓ No scripted Q&As, just helpful support

Get support anywhere in the app

- ✓ Access live chat anywhere in the app
- ✓ View support articles from the app
- ✓ Get instant "suggested answers"



Average time to reach a human support rep = **90 seconds**

Knowledge base

Become a usecure pro with a library of instant, self-service support articles and tutorials.

How-to & FAQ articles

- ✓ Find instant help articles in seconds
- ✓ Search your topic, find an answer
- ✓ Simple step-by-step guidance

Quick, on-demand demos

- ✓ See usecure's key features in action
- ✓ Access short on-demand demos
- ✓ Understand how everything works

MSP Resource Hub

Seamlessly go-to-market and start generating a buzz around your new offering with free sales, marketing and tech assets.

Sales and marketing resources

- ✓ Free white-label resources
- ✓ usecure go-to-market assets
- ✓ Sales and marketing tips

Technical documentation

- ✓ Explore technical admin overviews
- ✓ Learn about integrations, APIs & more
- ✓ Find key support documentation

Partner newsletter

We're always adding new features and resources, so we like to keep you in the loop when there's big news.

Monthly partner round-up

- ✓ Get a quick roundup of new features
- ✓ Get a quick roundup of bug fixes
- ✓ Access the latest MSP resources

New feature announcements

- ✓ Instant updates on feature releases
- ✓ Be the first to access new resources
- ✓ Stay updated on any big news

In-app guidance

Get helpful in-app nudges and watch quick tutorial videos that help you achieve your tasks quickly.

In-app guidance

- ✓ Learn the ropes with product tours
- ✓ Get helpful tips on relevant pages

Academy tutorial videos

- ✓ Understand settings & configuration
- ✓ Step-by-step feature walk-throughs