



POWERED BY THREADFIN →



EXPERT ACCESS Infrastructure, Cybersecurity & Cloud

MSPs face intense pressure to excel in compliance-driven, multi-vendor environments. The challenge lies in maintaining deep, senior-level expertise across infrastructure, cybersecurity and networking. Threadfin's Expert Access fills that gap.

Through a flexible quarterly retainer, you gain certified senior engineers and architects across infrastructure, cybersecurity and cloud solutions—without the overhead of full-time staff. Extend your internal team, strengthen your escalation desk or offer a branded service for customers while keeping costs predictable and outcomes reliable.

CISCO | PALO ALTO | FORTINET | FS | ARISTA | AZURE | GCP | AWS | + MORE...

HOW IT WORKS

- 1 Unified resource pool:** Hours can be applied to engineering or architectural support
- 2 Quarterly contract:** Flexible pool of hours, renewed every quarter
- 3 Scheduled work:** Predictable delivery aligned to your operational needs
- 4 Reports:** Monthly usage & activity reports to track progress & outcomes

USE CASES & OUTCOMES

Firewall & network optimization: Strengthen security posture, reduce audit findings, improve uptime

WAN & hybrid connectivity: Simplify WAN, cut costs & ensure secure access across cloud & data center

Data center fabrics & load balancing: Improve application performance, resiliency & availability

Endpoint & identity protection: Harden devices & access controls to reduce breach risk

Compliance & data governance: Enforce policies for sensitivity, data loss prevention & reporting

Endpoint management: Baseline configurations, compliance checks & automated provisioning

KEY BENEFITS

Bench extension: Fill skillset gaps without headcount

Escalation desk coverage: Route issues your service desk can't resolve internally to Threadfin

White-label ready: Offer *Expert Access* under your own brand while Threadfin delivers behind-the-scenes

Regulated industry fit: Predictable support model with SLA alignment, proactive monitoring & certified expertise

Microsoft alignment: Extend Microsoft cloud & security expertise with complementary networking support

Margin friendly: Simple quarterly pricing makes it easy to package, resell & scale profitably

SERVICE LEVEL ALIGNMENT

We recognize the importance of SLAs in MSP delivery. *Expert Access* is structured to integrate with existing customer SLAs—response & resolution targets are tailored to your model.

→ PARTNER VALUE

Customer ownership stays with you.
Threadfin works invisibly behind the scenes.

Predictable margins.
Flat quarterly pricing—add profit without hidden costs.

Shared success.
You're the trusted partner. We ensure delivery excellence.