



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 | F5 | 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.

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