



Search. Observe. Protect.

# MSP Partners

We help people around the world do great things with their data. Our Managed Service Provider (MSP) Partner Program enables companies to tap into the widespread adoption of the Elastic Stack, and benefit from our commercial features for security, alerting, monitoring, reporting, analytics, and machine learning.



# Introduction

Elastic is the company behind the popular open source projects Elasticsearch, Kibana, Beats, and Logstash (Elastic Stack). By becoming an MSP Partner, you play a key role in our adoption strategy. Whether your focus is cloud, big data, security, or analytics, you'll find an opportunity to succeed with the products and solutions provided by the Elastic Stack.

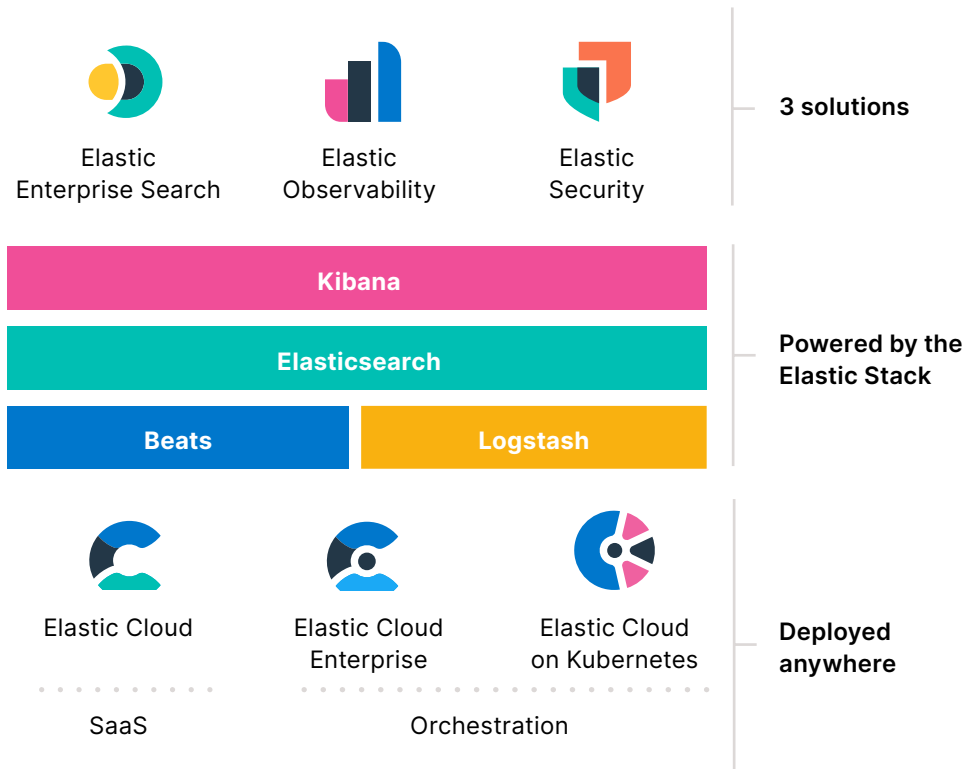
We've created a complete guide to becoming a successful MSP Partner with Elastic. Keep reading for:

- An overview of the Elastic Stack and its features
- An explanation of Elastic Cloud Enterprise (ECE) and Elastic Cloud on Kubernetes (ECK) and how these products will empower you to run Elastic at scale
- A description of the benefits you'll receive when working with Elastic
- Case studies of existing MSP relationships

Thanks for your interest in the Elastic MSP Partner Program. We look forward to working with you.

## The Elastic Stack

The Elastic Stack enables our three solutions (Elastic Enterprise Search, Elastic Observability, and Elastic Security) to meet the demands of business users, curb IT complexity, and keep environments secure leveraging the power of search.



## Elastic Cloud Enterprise

Elastic Cloud Enterprise, or ECE, can be deployed anywhere - on public or private clouds, virtual machines, or even on bare metal hardware. ECE is the same product that powers the Elastic Cloud hosted offering, but available for installation on the hardware and in the environment you choose. If your enterprise data cannot be hosted on a public cloud, ECE might be a preferred choice.

## Elastic Cloud on Kubernetes

Elastic Cloud on Kubernetes, or ECK, is an orchestration product based on the Kubernetes Operator pattern that lets users provision, manage, and operate Elasticsearch clusters on Kubernetes. By automating these operational and cluster administration tasks, ECK provides a streamlined experience for Elastic products and solutions on Kubernetes.

Learn more about our [ECE and ECK](#) deployment models.

## MSP Partners

Elastic partners with industry-leading service providers to integrate Elastic open source and commercial offerings within their solutions. As an MSP, you receive development support to optimize your integration and align on go-to-market activities in support of our joint solution.

### MSP Partner Benefits

We work with our MSP Partners to:



**Validate  
designs**



**Develop  
solutions**



**Improve time  
to market**



**Ensure reliable  
final product**

If you are building a managed service, we offer multiple benefits as part of the MSP program. These benefits include:

### Flexible Deployment

- Hosted by Elastic: Deploy and manage your solution for your customers on [Elasticsearch Service on Elastic Cloud](#)
- Self Managed on premise: Host your service on your own infrastructure or cloud environment
- Self Managed on customer's premise: Manage your service remotely by deploying on your customer's own infrastructure or preferred cloud environment

## **MSP Support**

- Architecture and sharding guidance
- Use case validation and consultation
- Performance tuning and health checks of solutions
- 24/7 global support for critical issues, emergency patching, and consultations with 1-hour response time (dependent on subscription tier)
- A lead support engineer assigned to optimize the support interaction
- Named contacts from your technical support team for unlimited support ticket queries
- Elastic development nodes to support development and pre-sales activities, up to production

## **Land and Expand**

- Use multiple commercial features without having to purchase more licenses. For example, if you purchase nodes for a monitoring use case for your customer, you will be able to use those same licenses for other use cases in the future, such as machine learning, APM, and more
- Scale your business with more support capacity as your customer base, service requirements, and use cases expand. As your requirements grow, you can move to ECE/ECK to manage multiple, dedicated customer environments — each with their own cluster, from one console
- Access to a robust solution that gives access to multiple feature sets

## MSP use cases

### Managed detection and incident response

A large global system integrator used Elastic's endpoint security capabilities to help their customers detect cyber attacks. Their managed threat service delivered proactive 24/7 threat monitoring, rapid threat isolation and containment, as well as validated threat notifications to protect and secure their customer's environment, without impacting their business.

### SOC as a service

A large, managed security services provider wanted to upgrade their legacy SIEM and log management applications. With customers demanding the ability to monitor increasing amounts of data, the existing systems could not keep up. They selected Elastic as a single platform for metrics, logging, and application performance data, and are now heavily using Elastic machine learning capabilities to manage petabytes of customer data while keeping them safe. Since the service's introduction, the amount of data monitored increased significantly, the SLA improved, and the total cost of the environment decreased — a win all around.

### Regulatory compliance

Faced with increased compliance requirements like Mifid II, a European bank turned to a global system integrator (GSI) to help them build a scalable and high-performance document and log management system. The GSI, in close cooperation with their end-user, selected the Elastic Stack as their core technology platform. Elastic consultants supported the GSI in building a scalable environment to manage large amounts of data while keeping the search SLA to milliseconds. With the success of the project, their customer is expanding the services agreement and adding additional use cases around enterprise search and fraud detection.

### AI ops and observability

A regional system integrator expanded their managed services portfolio with technology that supported multiple services offerings like AI ops, vulnerability management, application performance management, and SIEM. They chose the Elastic Stack for its unified yet versatile platform, which they could use for multiple offerings. Since working with Elastic, their managed services portfolio and customer base has rapidly expanded.

### IoT monitoring

When a global healthcare device manufacturer was looking for a way to proactively monitor and manage their medical devices deployed at hospitals worldwide, they turned to Elastic to provide a comprehensive log monitoring and alerting framework that enabled their customers to benefit from increased uptime and faster completion of imaging studies.

## Next steps with Elastic

Are you ready to become a MSP Partner?

Still have questions? Don't hesitate to contact your local Elastic MSP sales representative or reach out to [bd@elastic.co](mailto:bd@elastic.co) for more information.

Learn more about [Elastic services](#), including support, consulting and training.

