opentext™

GUIDE

Your Guide to OpenText Secure Cloud

Unify your MSP business with the platform built for growth



Discover a smarter way to manage your MSP

App sprawl, legacy systems, and a pervasive talent shortage have clients flocking to Managed Service Providers (MSPs) in droves. And although that may sound like a nice problem to have, there's just one not-so-minor hiccup: MSPs can't scale up fast enough to handle all the new business.

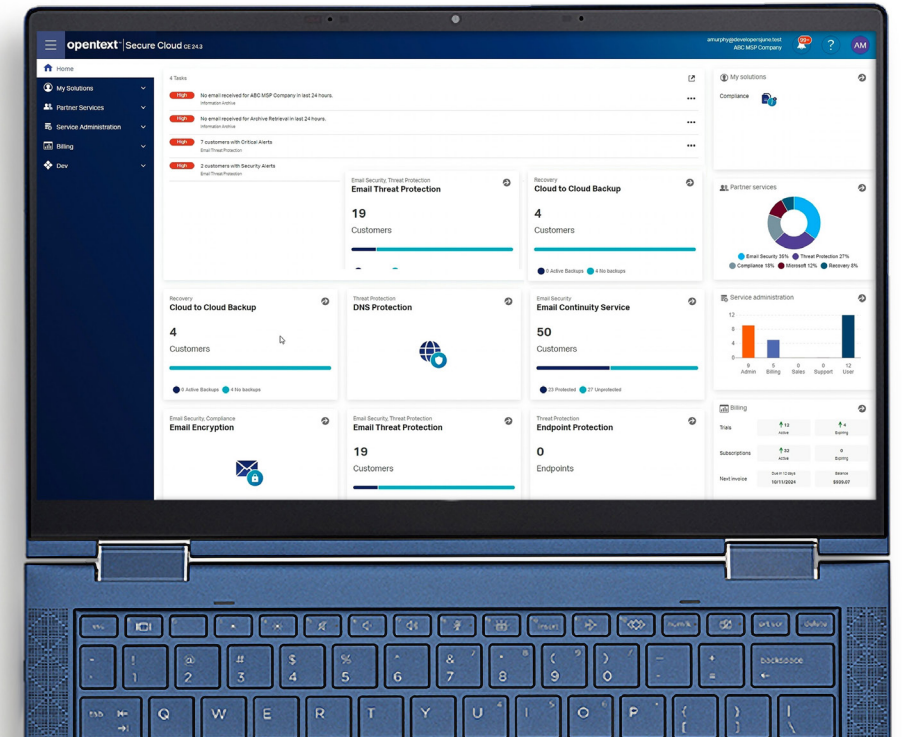
If you've ever had to turn down a lucrative deal, you know exactly how it feels. Losing a promising client means losing an investment in the future of your company. While growth remains top of mind, the reality is that most MSPs lack the ability to channel their apps and services into effective strategies.

91% **of MSPs say ther greatest challenge is not being able to fully utilize their software.[1]**

Among MSP executives and technicians surveyed by Kaseya, 91% cited the inability to fully utilize their software as their greatest challenge, followed by time switching between apps and poor integrations.[1] Client management that scales with business growth is crucial to your success.

You can only take on as many clients as your resources allow before management complexities start digging into your bottom line. Customers expect the same smooth operations and high standard of service that brought them to you — and keep them with you — in the first place.

From startups to mergers and acquisitions, the Managed Services market is becoming increasingly competitive. As new service providers appear and expand their reach, the very same vendor product teams who were once your business partners are likely entering the scene, too.



1 Kaseya, 2024 MSP Benchmark Survey Report, https://www.kaseya.com/resource/2024-msp-benchmark-survey-report/

More clients, less management

If it feels like your stack is working against you, time is of the essence. Start winning more clients and sustain that growth with a next-gen cloud platform that scales cybersecurity management, helps you be more effective, and simplifies critical workflows. OpenText™ Secure Cloud is a smarter, easier way to get complexity under control and build your business.

Our unified growth foundation is tailor-made for MSPs and their clients, so whether you need a hand with provisioning, admin, reporting, subscriptions, or licensing, Secure Cloud can assist. Think of it as a mission control center that delivers all the cybersecurity tools your clients need, while quadrupling as a portal with full data visibility and reporting capabilities, integrated task management, licensing administration, and compliance controls.

Offer the advantages of holistic security and management with demonstrable value, through a comprehensive portfolio of solutions that can cover 1k or 100k SMB clients.



Reduce churn

Spend less time managing customers with an easy-to-use interface that features new workflows, optimized for speed and efficiency.

Improve operations

Work smarter from a single console that delivers stronger analytics and actionable insights as well as consolidated subscriptions, invoicing, and billing new workflows, optimized for speed and efficiency.

Grow quality

Expand your business without compromising quality for scalability while reaping the benefits of our longstanding partnership with Microsoft.

opentext™ Secure Cloud

Recovery and compliance

- Cloud-to-Cloud Backup
- Email Continuity
- Information Archiving

Threat protection and email security

- Endpoint Protection
- DNS Protection
- Security Awareness Training
- Email Encryption
- Email Threat Protection
- MDR

Microsoft Cloud Solutions

- Microsoft 365
- Microsoft Azure
- Microsoft Dynamics 365

Unified console | **Streamlined provisioning** | **Centralized support** | **Threat intelligence**

Recovery & compliance
Offer data recovery and compliance with cloud-to-cloud backup, email continuity, and information archiving.

Vendor & billing management
Reduce complexity with integrated invoicing, product bundling, subscription management, and consolidated month-to-month billing.

Enhanced support & onboarding
Get 24/7/365 expert support and dedicated account managers for training, go-to-market (GTM) strategies, and co-selling.

Unified dashboard
Manage customers, products, and security tools from a centralized interface that delivers a complete view of your data.

API & PSA integrations
Connect to platforms like Kaseya, Autotask, ConnectWise, HaloPSA, and Microsoft Cloud solutions.

AI-assisted threat intelligence
Detect cyber threats with real-time analytics as well as endpoint, Domain Name System (DNS), and email threat protection.

Microsoft partnership
Access licensing, support, and partner growth programs through an award-winning Microsoft Indirect Cloud Solution Provider (CSP).

Reporting & analytics
Provide reporting and performance insights, improving decision making through easy access to business-critical client data.

Get back to the business of growing your business

If you're fortunate, clients are leaving their legacy systems behind, or at least trying to move in that direction. But there's a downside. These migrations tend to get replaced with clusters of apps in the scramble to replace old architecture with modern tools.

With built-in Platform Security Architecture (PSA) and other integrations, Secure Cloud consolidates and centralizes data for unified provisioning, deployment, reporting, and billing – enabling you to get up to speed faster on each client environment you encounter.

Reaching MSP Goals	Challenge	Solution
Consolidating toolsets	Sprawling toolsets require more training, expertise, and time to manage – amplified with each new customer acquisition.	Centralized support and task management ensure that your team can manage clients efficiently, without needing to learn multiple tools.
Operational efficiency	Manual processes for provisioning, deployment, reporting, and customer management make it hard to manage multiple environments at speed and scale.	Automated workflows reduce operational overhead, so your team can handle diverse customer environments with peace of mind.
Smoother scaling	Almost a secondary pain, but maybe the most important. Amid other challenges, growth without overextending resources becomes nearly impossible.	Easily scale your business without burdening your internal teams by using the Secure Cloud for unified management and billing.

When managing is simpler, growing is easier

Before you can hit the ground running with a new client, you need to learn the lay of the land. But set up and configuration are notoriously time-consuming. Customers don't have weeks or months to wait for fully operational security when they're already feeling the heat. Our platform effortlessly organizes data from disparate systems so you can move faster.

OpenText™ Secure Cloud is made to be built alongside your MSP, so you don't have to worry about getting locked into complicated solutions you don't need. Pick and choose from our ecosystem of products and services and deploy them with ease. We manage behind-the-scenes complexity, adding more time for growth.

Reduce costs and increase margins

Unified billing and task automation cut operational costs, while bundled security solutions offer more value for clients.

Retain customer relationships

Integrated customer management tools like event calendars and renewal alerts help MSPs keep track of client needs.

Grow your customer base

Cross-sell and up-sell opportunities with product recommendations – including leading Microsoft products.

Stay compliant with regulations

Remain secure and compliant with simplified licensing, management, and integrations that fit into your security stack.

Counter threats with MDR

Gain visibility with automation, 24/7/365 detection, response, and recovery, EDR, SIEM, and SOAR – and an expert SOC team.[2]

Access meaningful AI insights

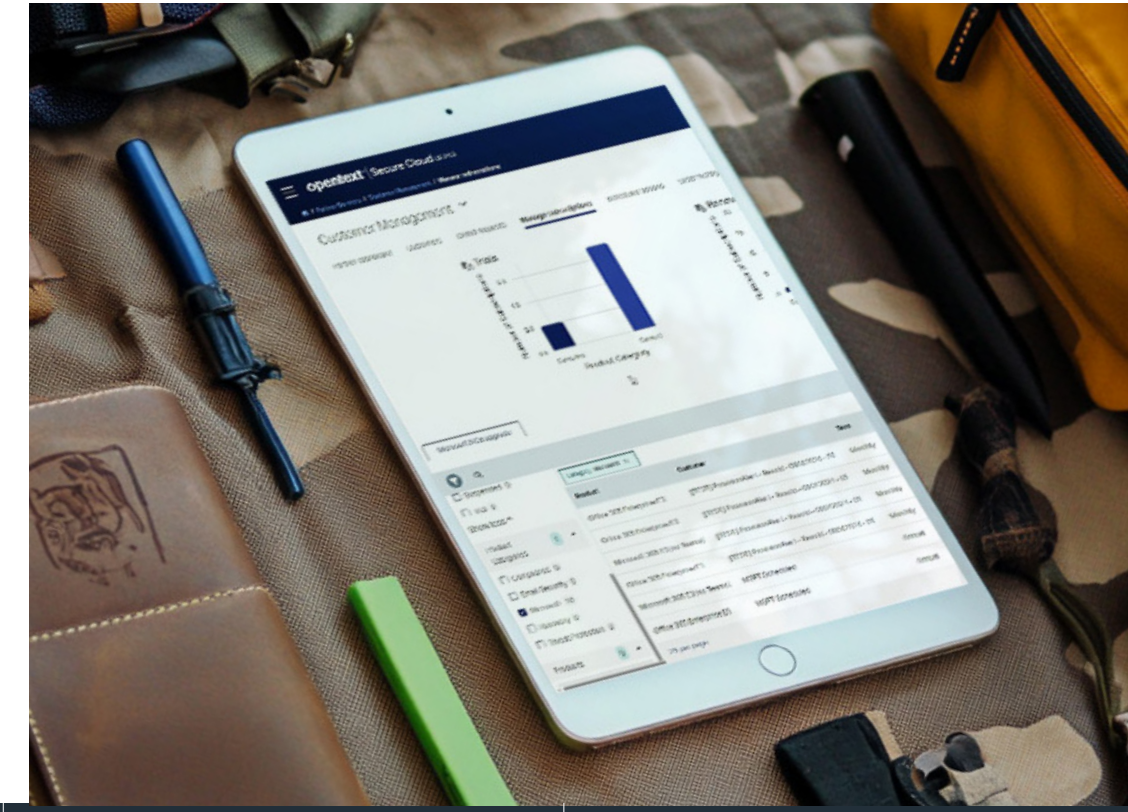
Deliver meaningful data and insights that help you connect the dots between threats and protect your environment.

2 Endpoint Detection and Response (EDR), Security Information and Event Management (SIEM), Security Orchestration, Automation, and Response (SOAR), Security Operations Center (SOC)

Don’t compromise quality for scale

Security features and frameworks are common across vendors, so the decision comes down to compatibility with your and your clients’ needs. Hone in on flexibility as you weigh your options. The last thing you want to do is overhaul your stack in a year or two when your organization’s outgrown it.

Our breadth of cybersecurity tools and Microsoft Cloud solutions can become an important differentiator for your business, helping you stand out in a saturated industry. Take a look at how other vendors' strengths line up with our capabilities.



Network monitoring

Manage a full suite of cybersecurity solutions with a unified interface that goes beyond network monitoring.

Cloud-centric MDR

Access comprehensive tools for customer management, vendor management, and cybersecurity monitoring.

Incident response

Proactively address cyberthreats with advanced automation and multi-source, AI-driven intelligence.

Automated detection

Consolidate and centralize analytics, vendor management, and customer management through a unified experience.

The secure foundation you can build on

Ready to reach the next level of growth for your MSP business? Our powerful, one-stop-shop for revolutionizing IT operations is more than a cybersecurity suite. It's a tailored foundation for SMBs, enhanced by our close, strategic partnership with Microsoft.

Through industry-leading threat intelligence, automation, and a diverse product set, OpenText™ Secure Cloud empowers organizations to protect their assets today, tomorrow, and through whatever the future may bring. Take the next step towards business resilience with us.

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