

Introduction

Ironsphere, with its multitenant architecture, enables multiple users to share multiple isolated and virtually separated Ironsphere services running on a single instance. Based on this architecture, several groups of users representing different customers, business units or subsidiaries, i.e., tenants, can be created.

Challenge for MSSPs and MSPs

Managed Service Providers (MSPs), and Managed Security Service Providers (MSSPs), provide cybersecurity solutions to their clients, protecting them from a broad and growing range of threats through a portfolio of solution deployments and service offerings. MSSPs and MSPs are challenged with managing multiple customers with different sets of requirements, configurations, and support requirements. The traditional approach, which is to deploy different instances to meet those customized requirements, adds extra operational complexity and cost.

The most common challenges MSPs and MSSPs with multiple instance deployments face are:

- **Management Complexity:** MSSPs and MSPs are trying to expand their businesses so that they can achieve economies of scale through the efficient use of resources. However, separate instance deployments push them to switch between each deployment to ensure that services are meeting with customer requirements. As an example, in case of product changes or upgrades, MSPs and MSSPs need to upgrade each application and test them separately, which creates rigidity and inefficiency in managing the application.

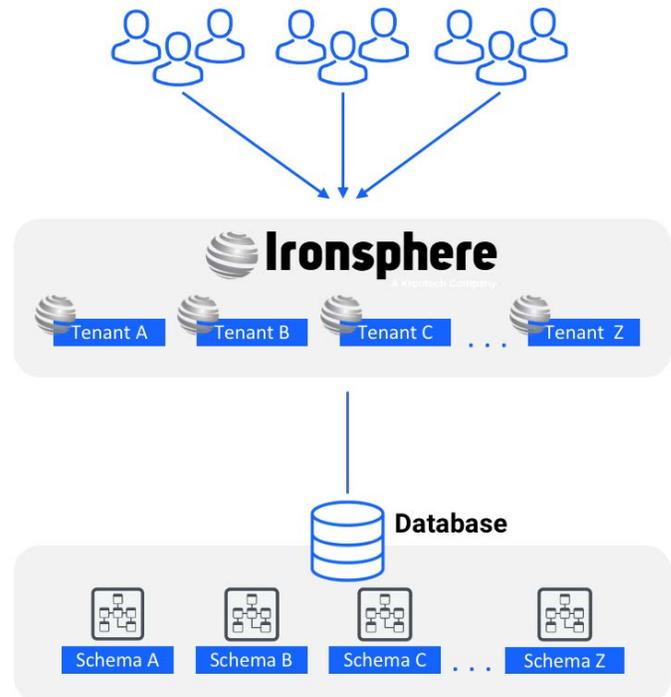


Figure 1 – Ironsphere Multitenant Architecture

- **Scalability:** Using separate instances for every customer results in longer time-to-market due to extended processes. Extended processes include new hardware purchases for separate deployments, new instance deployments, and re-integration with external systems already configured in the existing instances.
- **Lack of Visibility and Control:** To ensure customer retention, MSPs and MSSPs have to keep all the systems up and running per the customer's service requirements. Multiple distributed instances result in longer incident response rates.
- **Inefficient Use of Resources:** Inefficient use of both human and hardware resources to manage different instances of the same application.

Multitenant PAM Deployment for MSPs and MSSPs

Ironsphere’s multitenancy is a value-added feature for MSPs and MSSPs, and supports multiple instances, creating secure, partitioned domains that ensure greater security, and automation of the

process. Multiple isolated and virtually separated services can serve different customers, as if they have their own dedicated instance.

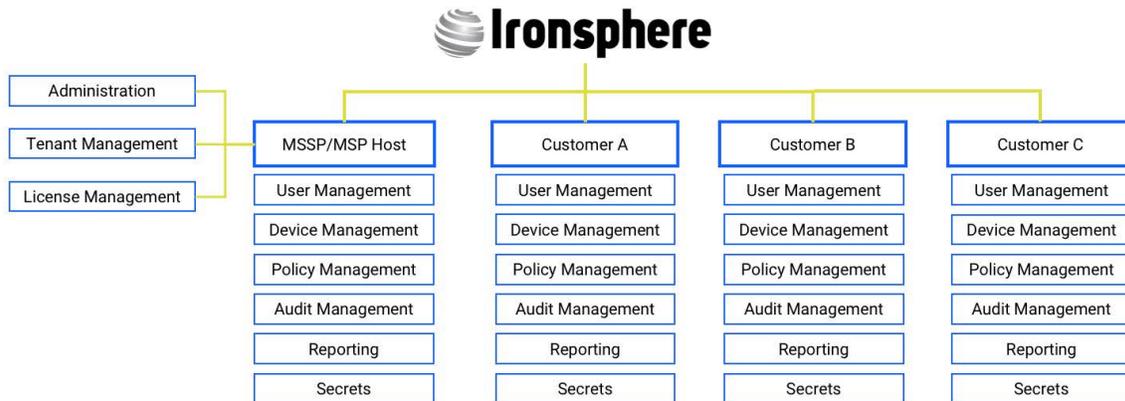


Figure 2 – Multitenant Architecture for MSPs and MSSPs

Centralized Management

MSPs or MSSPs’ hosts create tenants and assign administrators to each tenant. The tenant admin has the privilege of setting roles and access permissions of the users within the tenant environment.

Tenants are logically isolated from each other, and each tenant’s data remains invisible to other tenants. For data security purposes, a separate schema is created on the database for each tenant.

Creating and administering tenants through a single platform will increase the visibility of the operations, resulting in faster response rates to incidents.

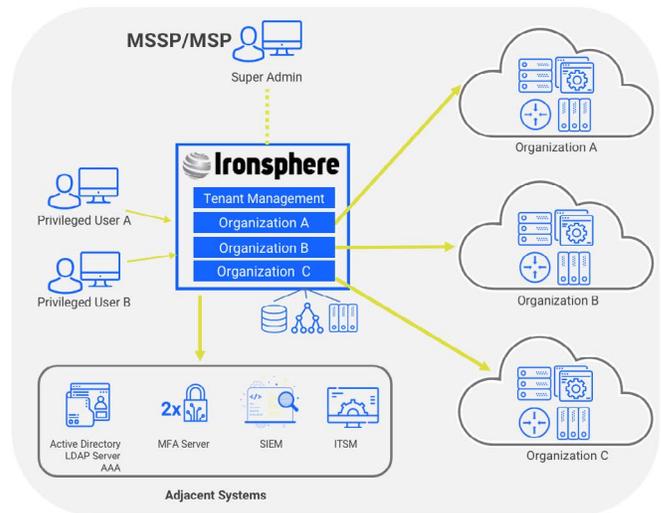


Figure 3 – Centralized Management of Tenants by MSSP/MSP

Subscription and As-a-Service Models

As subscription and as-a-service adoption is increasing, MSPs and MSSPs are in search of ways to offer these models to their customers. Ironsphere’s multitenant architecture supports flexible license management by brokering the total license number and assigning/revoking them to their customers on-demand. To illustrate, they can assign, as well as withdraw licenses to a customer at anytime, based on the customer’s needs and

requirements. Thus, MSPs/MSSPs can offer subscription models valid for a limited time, and once those subscriptions expire, the released licenses can be assigned to other customers. In addition, a pay-as-you-grow model can be offered, allowing customers to increase their license volume as their business grows.

Shorter Time-to-Market

Multitenancy gives MSPs/MSSPs the opportunity to scale their business rapidly, with shorter time-to-market, without the need for new deployments for each customer and adding new resources for new instances. Contrary to the traditional approach, whenever a new customer arrives, onboarding will involve nothing more than creating a tenant within the Ironsphere multitenant platform.

Efficient Use of Resources

Having fewer instances of software and less hardware, the required maintenance activities will require less effort and time from service providers, eliminating the need to switch between different environments. Operational efficiencies will lead to lower costs and higher margins.

Single Integration with External Systems

MSSPs and MSPs can benefit from the existing integrations with LDAP, SIEM, SMTP while creating new instances. Rather than spending effort in re-integrations, multitenancy offers an opportunity to use these existing integrations for new tenants.

Smooth Maintenance and Upgrade Processes

Maintenance and upgrade activities will be carried out on a single Ironsphere instance, rather than going through update and test processes for every single customer and instance.

Built-in VPN for Secure Access

In scenarios where Ironsphere needs to access the customer’s premises, a VPN is required to ensure a secure connection between the MSSP/MSP’s and the customer’s premises. Ironsphere, with its built-in VPN, further reduces the MSSP/MSP’s operational expenses, as no additional VPN is required.

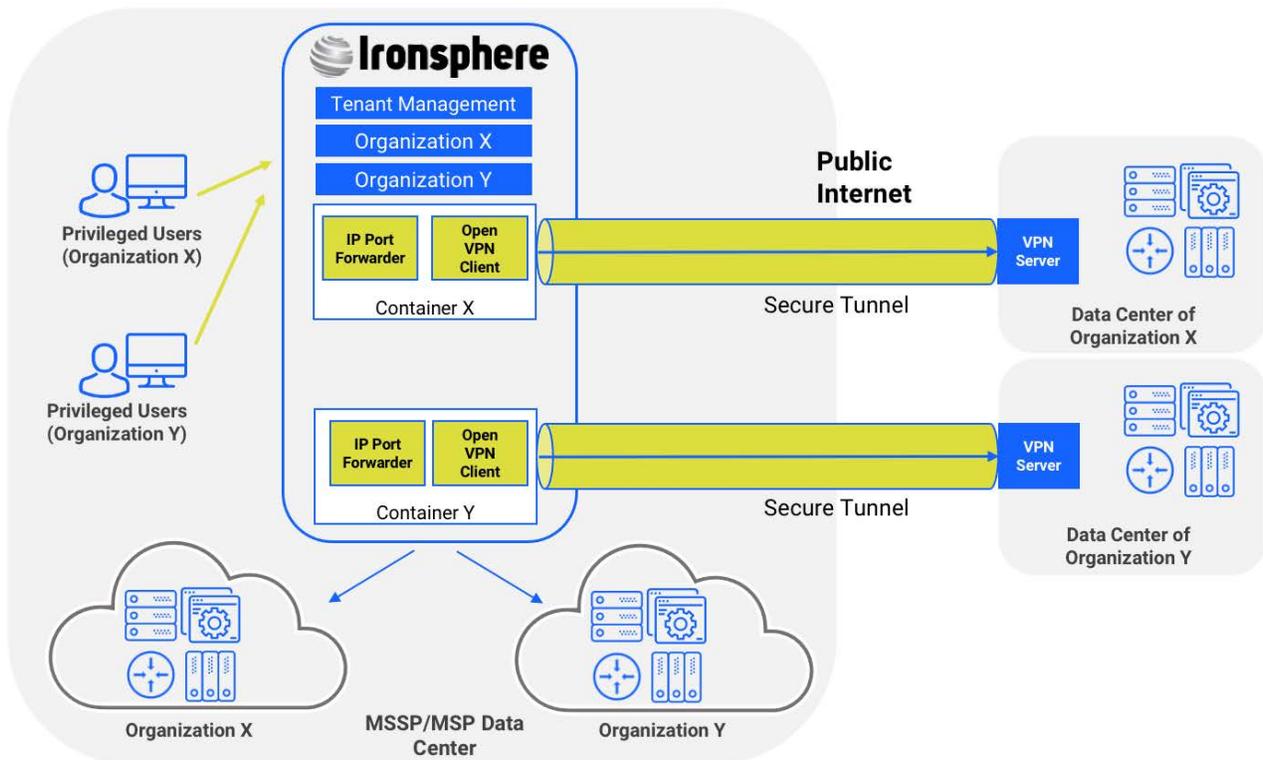


Figure 4 – Built-in VPN for Secure Remote Access

Conclusion

Ironsphere's Multitenancy capabilities improve operational efficiency, while enhancing security for organizations. Multitenancy enables MSPs and MSSPs to host multiple clients effectively, managing their client's needs in a single instance deployment. Rather than creating separate instances for each customer, by configuring each customer infrastructure as a tenant, MSSPs can save time and resources. Multitenancy gives MSPs/MSSPs the ability to scale their business rapidly, with shorter time-to-market, without the need for additional installations, or new resources for every new instance.

