

# Managed Service Provider Program and Deployment Guide

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## Why Bitwarden?

Bitwarden is the most trusted open source password manager for business. Bitwarden offers the easiest and safest way for organizations to store, share, and manage sensitive data from any device. Password management sets the foundation for enterprise security and Bitwarden provides MSPs and their clients the tools to defend against cybersecurity threats.

**92%**

Amount of IT professionals who reuse passwords.

**60%**

Amount of IT professionals who use unsecure methods of sharing passwords.

*According to the 2021 Bitwarden Password Decision Survey. Read it [here](#).*

## Deployment Options

Every organization has unique requirements. Bitwarden provides our MSP partners ways to differentiate and grow their business while deploying password management as a service.

### Bitwarden for Internal Use

- Leverage the power of the Bitwarden platform for your MSP business to protect your team and securely manage internal and external credentials. Set the foundation of credential management and grow with us.

### Offer Bitwarden as a Managed Service

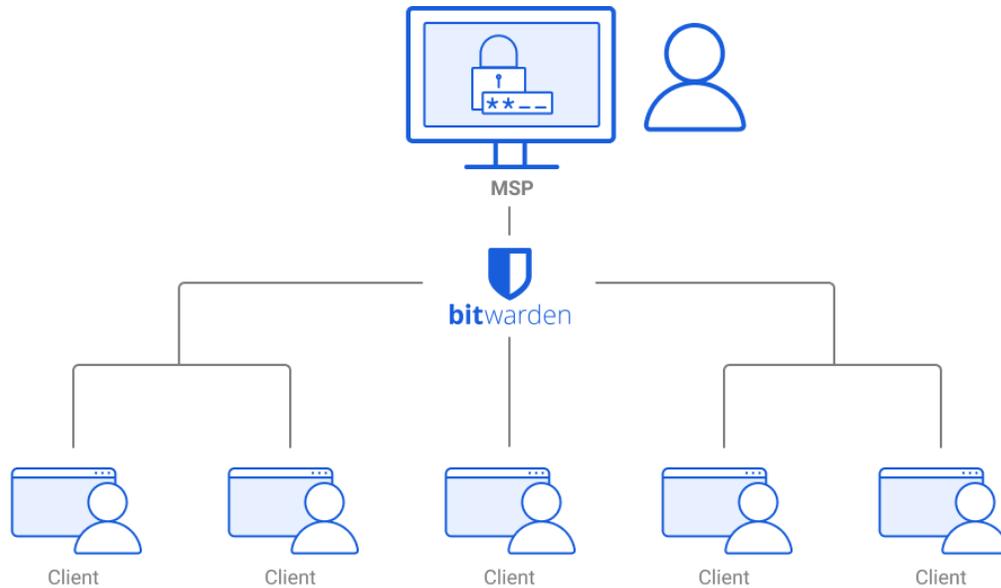
- Resell Bitwarden and grow your business while enabling your clients with password management. Create and manage your client's Bitwarden instance, drive best practices, and improve customer satisfaction and security.

### Resell Bitwarden

- Distribute and sell Bitwarden to customers who can administer the solution themselves. MSPs and Resellers are encouraged to bundle additional services to assist and support clients.

## The Bitwarden Provider Portal

The Provider Portal is an all-in-one management experience that enables MSPs to manage customers' Bitwarden Organizations at scale. The Provider Portal streamlines administration tasks by centralizing a dedicated space to access and support managed clients.



*The Bitwarden Provider Portal enables you to easily view and manage your clients' password management needs more efficiently.*

## MSP Program Details

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### Flexible contracts



Bitwarden provides flexibility through annual and monthly billing cycles for MSPs to onboard and offboard users easily and effectively.

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### Flexible product choice



Help your clients lay a strong foundation for password management through the Bitwarden Teams or Enterprise plans.

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### Tiered discount considerations\*



As you grow your business with Bitwarden, our margin increases through tiered discounting. Discounts are applied based on the number of seats under management.

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### Dedicated account manager\*



Through the Bitwarden MSP program, you will have a dedicated account manager to accelerate and support your success.

*\*Program Benefits subject to change*

## Build Your Tech Stack

Bitwarden seamlessly integrates your existing technology stack with SAML 2.0 and OpenID connect.

		
		
	 <p>Google Cloud Identity Google Cloud</p>	 <p>JumpCloud Directory-as-a-Service</p>

## Top Bitwarden Features for Your Clients

### Secure Password Sharing

Enable your clients to share encrypted data quickly and easily, and only with the users or teams who need access

### Cross-Platform Accessibility

Users can access critical data in their Bitwarden vault from any location, browser, and device

### Secure 1:1 Information Sharing

With Bitwarden Send, your clients can securely transmit encrypted information to another individual at any time.

### Security Audit & Compliance

Open source and third-party audited, Bitwarden complies with Privacy Shield, GDPR, CCPA regulations

### Vault Health Reports

Empower your clients through Access reports that to reveal weak, reused passwords, and other helpful data security metrics

### Directory Sync

The powerful Bitwarden Directory Connector streamlines user and group onboarding and keeps them in sync

### Always-On Support

Around the clock customer success representatives are on hand for direct support. Bitwarden also has a library of MSP resources for you to learn at your own pace.

### Detailed Event Logs

Bitwarden creates audit trails to help you keep track of provider, user, and group access to sensitive data

### Flexible Integrations

Unite your existing systems with Bitwarden using SSO authentication, directory services, or powerful APIs

## MSP Onboarding Checklist

Ready to get started with Bitwarden? Please take time to review the following action items. The Bitwarden team recommends working through the following content to understand Bitwarden. Please reach out to Sales to receive the Partner Program Overview.

### Getting Started

Task	Reference Material
Review/Attend a Bitwarden weekly demo	<a href="#">Weekly Demo Registration</a>
Review partner program overview	<a href="#">Contact Sales for MSP Pricing</a>
Watch the Bitwarden for MSPs webcast	<a href="#">MSP Webcast</a>

### Understanding Bitwarden Vault Features

Task	Reference Material
Sign up for a free trial	<a href="#">Start a free trial</a>
Review the features within your Personal Vault	<a href="#">Get Started with the Web Vault</a>
Understand Organizations	<a href="#">What are Organizations</a>
Importing vault items	<a href="#">Import Vault Items</a>
Installing Bitwarden across your devices	<a href="#">Download Bitwarden</a>
Review item types	<a href="#">Vault Items</a>
Item management	<a href="#">Manage Vault Items</a>
Using Bitwarden Send	<a href="#">About Bitwarden Send</a>

## Review Organizations

Task	Reference Material
Understand user types and management	<a href="#">User Management</a>
Understand collections	<a href="#">Collections</a>
Understand enterprise policies	<a href="#">Enterprise Policies</a>

## Getting Started with the Bitwarden Provider Portal

Task	Reference Material
Ensure the Provider Portal has been enabled	<a href="#">Provider Portal Overview</a>
Review the Provider Portal user types and access control	<a href="#">Provider User Type</a>
Provider Portal user management	<a href="#">Manage Provider Portal Access</a>
Provider Portal client management	<a href="#">Client Management</a>
Create new client organizations	<a href="#">Create a new client</a>

## Best Practices and Support

### Top Adoption Drivers for your Clients

Action Items	Description
Assign an executive sponsor	Identify a client champion. This should be a C-level or VP-level client executive ready to drive Bitwarden adoption.
Make Bitwarden mandatory	Build Bitwarden into your services offering.
Employ a training strategy	Based on user needs, provide training and documentation for different skill levels.
Integrate with your user directory	By integrating with your existing directory, every employee can be automatically onboarded to Bitwarden when they join the company, as well as deprovisioned if they leave.

### Employee/Client Training Best Practices

Action Items	Description
Schedule and record live training	Where and when? Onsite or web-based lunch and learning? Record the live training to share later. Post recorded training where employees can find them, so they can review as needed.
Leverage existing Bitwarden materials	<ul style="list-style-type: none"> <li>-Tutorial videos</li> <li>- FAQs</li> <li>- Support resources</li> <li>- Recorded trainings</li> <li>- Handouts</li> </ul>
Incorporate materials in all email communications	Remind employees where they can find handouts and support resources to help them get started with Bitwarden

## Training Resources

Training	Description
<a href="#">Bitwarden for All</a>	Bitwarden training for general end users.
<a href="#">Bitwarden Power User Training</a>	Bitwarden training for more advanced users who want to take advantage of extra features.
<a href="#">Bitwarden for Admins</a>	Bitwarden training for administrators.
<a href="#">Security Training</a>	Join the Bitwarden team for an introductory session on the basics of employee security training. This session covers: <ul style="list-style-type: none"><li>• Why it's important for organizations to clearly communicate security and compliance policies</li><li>• Social engineering and what to look out for</li><li>• Security across email, web, and mobile devices</li></ul>