

Security Awareness Training

Acceptance Criteria Checklist

	Criteria	Description/Notes
Administration		
☐	Quick, immediate tenant onboarding	
☐	SSO (Single Sign-On) for MSPs	
☐	Multi-tenancy	☐ Easily switch between tenants ☐ Bulk apply settings across tenants
☐	Co-Management	Ability to have multiple admins from the MSP and the tenant
☐	Bulk User Management	Automatically add and update users via Microsoft Azure or Google Sync
☐	PSA Integration	
☐	Open API	
☐	One-click Allowlisting	
☐	Customizable welcome emails	
☐	White Labeling	
☐	Automated training campaigns	- Adjust frequency - Pre-built training tracks based on tenant criteria
☐	Training customization	
☐	Automated reporting	☐ Choose frequency ☐ Send to any desired stakeholders
☐	Insightful reporting	☐ Individual Risk Scores ☐ Users to watch
☐	CSV and PDF Reports	
☐	Usage based billing	
☐	Automated training reminders	



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Training		
☐	Compliance training content	Depending on the customers you serve: ☐ GDPR ☐ HIPAA ☐ PCI DSS ☐ Other
☐	Robust Content Library	☐ Short, digestible training ☐ Frequently updated ☐ Multiple formats and topics
☐	Gamification	• Leaderboard, scores, and/or badges
☐	Free NFR Licenses for internal MSP team	
☐	Immediate phishing simulation feedback for end-users	

Security		
☐	Report Phishing Button	
☐	SOC 2 Certification	
☐	MFA	
☐	No sign-on for end-users	
☐	SSO	

Support		
☐	1:1 Support	☐ Onboarding ☐ HelpDesk ☐ QBRs
☐	Knowledge Base	
☐	Community support	• Website, Slack, Discord, Reddit, etc.

