



SOLUTION BRIEF

Managed Service Provider (MSP) Program

Overview

The D2iQ Managed Service Provider (MSP) Program opens vast new revenue opportunities to MSPs by enabling them to harness the power of the D2iQ Kubernetes Platform (DKP) and D2iQ Kubernetes expertise to deliver the benefits of cloud-native computing to their customers.



Well-Balanced MSP Program

The D2iQ Managed Service Provider Program is designed to meet the technology and business needs of MSPs through the following features:

- **Flexible billing packages.** With both short and long-term options, MSPs can offer their customers customized billing packages, including the option to pay-per-use or to lock in significant discounts by committing annually. This flexibility ensures that enterprises have access to the infrastructure they need while managing their costs across the entire tech stack.
- **Enhanced customer support experience.** D2iQ Support Engineers, all of whom are certified Kubernetes administrators (CKA), are available to MSP partners for training and support to provide the best experience to their customers.
- **Convenient contracting terms.** Ideal for MSPs with a continually growing customer base, D2iQ's contracting terms allow the alignment of licensing around customer contract time frames or batch annual licensing. This flexible framework lets MSPs choose the model that works best for their business.
- **Co-marketing opportunities.** D2iQ's MSP program features a new co-marketing agreement, allowing MSPs to advertise DKP as part of its offerings. This ultimately gives customers more choice and flexibility when running Kubernetes workloads at scale.

MSP Cloud-Native Kubernetes Management Challenges

MSPs are viewed as strategic technology partners by their clients. As more and more organizations in every industry sector look to realize the agility, scale, and cost benefits of cloud-native computing and containerized applications, MSPs are tasked with providing the infrastructure and services to enable customers to achieve their modernization goals.

However, Kubernetes talent is scarce, and building a production-ready, scalable, secure, and easily manageable Kubernetes management platform is a challenge. The D2iQ MSP Program fills this gap, giving MSPs the most advanced, feature-complete, and production-ready platform through which they can deliver the highest-level Kubernetes services to their customers.

The D2iQ MSP Program enables MSPs to overcome the hurdles they face in deploying and maintaining cloud-native Kubernetes solutions, including:

- Lack of expertise in cloud-native technologies
- Difficulty in scaling services.
- Security challenges.
- Managing costs.
- Meeting quality-of-service levels.
- Supporting AI and other advanced applications.

DKP Key Features and Benefits

DKP is a multi-cluster Kubernetes management platform that provides the following key features and benefits:

- ✓ Multi-cluster management, hybrid multi-cloud management, VMware vSphere, GovCloud, and bare metal support
- ✓ Multi-tenancy
- ✓ Hybrid-cloud cost management
- ✓ Full support for physically and logically air-gapped clusters
- ✓ Pure upstream CNCF-conformant Kubernetes
- ✓ Production-ready (Day-2) platform applications
- ✓ Quickly and easily deploy applications and complex data services from a centralized Service Catalog
- ✓ Enables microservice architecture for hybrid environments at scale
- ✓ Unified Amazon Web Services, Microsoft Azure, Google Cloud Platform support

Military-Grade Security

DKP exceeds NSA/CISA Kubernetes security hardening guidelines and can be configured to meet defined security standards. Each component is scanned for vulnerabilities before release. DKP also simplifies full air-gapped deployments via self-contained images and purpose-built automation.

Cluster API (CAPI) for Greater Productivity and Consistency

DKP’s use of Cluster API provides consistency for cluster creation regardless of where those clusters are running—teams that develop in the cloud and provision on premises can get to production deployments faster with consistent APIs. Because DKP is architected around CAPI, it provides a consistent interface for cluster deployment across all environments, which means faster speed to capability.

Unique Air-Gapped Capability	DKP provides full support for physically and logically air-gapped clusters, including the unique capability to perform an air-gapped deployment in minutes with just a few clicks. With many government programs requiring fully air-gapped deployments, DKP's proven ease of installation in those use cases provides a distinct advantage.
GitOps Workflow	Integrated FluxCD enables GitOps workflows. This is the most robust and foolproof way to manage Kubernetes, enabling you to rapidly build, test, and deploy applications at scale. Automation eliminates the problems associated with brittle custom scripts.
Observability	A centralized management plane enables you to visualize, monitor, and manage clusters across distributed multi-cloud and hybrid cloud environments from a single pane of glass. Visualizations include three types of tenancy views for organizational units and developers.
Real-Time Cost Management	Surveys show 30% to 40% of organizations' cloud spend is wasted, the leading cause being lack of visibility into cloud usage. DKP enables you to eliminate waste through integrated cost management that enables you to visualize, monitor, and manage resources and costs across multiple clusters, workloads, teams, and infrastructures in real time.
Cluster Autoscaling	Automated cluster scaling can serve the needs of the largest and most complex Kubernetes deployments.
Multi-cluster Platform Lifecycle Management	DKP simplifies the complete management lifecycle of clusters through the central management plane. This enables you to break down operational silos, eliminate duplicate efforts, and standardize on a highly resilient and secure stack on any infrastructure—cloud, bare metal, edge, or air-gapped.
Multi-tenant and Workspace-level Logging	Logs can be managed by the tenant or workspace for more granular control and simpler troubleshooting. Multi-tenant logging and role-based access control (RBAC) enable you to allocate resource access at a granular level.
Supply-Chain Security	DKP exceeds all key NSA/CISA hardening guidelines, including supply chain security. D2iQ is a CNCF embargo partner and can respond rapidly to Day 0 security exploits through software patches. DKP goes through vigorous and continuous vulnerability scanning with every point release.
Pure Upstream Kubernetes	DKP is based on pure upstream open-source Kubernetes, a critical design factor that imparts a host of advantages while enabling customers to avoid the portability, manageability, upgradeability, and security issues associated with forked Kubernetes versions and dependencies.
Service Catalog	You can quickly and easily deploy applications and complex data services from a centralized service catalog to specific or multiple clusters, with dkperance. This simplifies and accelerates the provisioning of fast data pipelines such as Apache Spark, Apache Cassandra, and Apache Kafka in all environments, including at the edge.

Insights Diagnostics and Alerts

DKP can collect enhanced diagnostics for Kubernetes components and node-level instrumentation around CPU, memory, disk usage, and operating system (OS) health, to reduce the time needed to diagnose and fix problems, resulting in less downtime for customers.

Immutable Operating System (OS) Support

Running DKP on Flatcar Linux, an immutable OS, delivers enhanced security and stability.

Automated Cloud Service Provider Deployment and Enhancement

DKP deployment and management options include Amazon Elastic Container Service for Kubernetes (EKS), Azure Kubernetes Service (AKS), and Google Kubernetes Engine (GKE). DKP enables customers to provision, spin up, and de-provision EKS, AKS, and GKE clusters in a fully automated way. The result is a consistent, repeatable approach to managing the end-to-end lifecycle of EKS, AKS, and GKE clusters from a single, centralized point of control.

DKP can enhance EKS, AKS, and GKE Kubernetes deployments by enabling customers to:

- Deploy and manage a multi-cloud, multi-cluster, hybrid Kubernetes platform
- Enhance EKS, AKS, and GKE with additional Day-2 add-ons and multi-cluster management

World-Class Support

DKP is available with Premium 24x7 support. Your success is ensured by the dedicated service of an expert support team with years of experience developing and implementing Kubernetes technology.

Training Services

D2iQ is a Certified Kubernetes Training Partner (KTP) and delivers instructor-led courses that can equip your staff with the skills and knowledge to successfully plan, build, and operate on Day 2 in production, both for Kubernetes and its supporting platform services.

Platform + People = Kubernetes Success

D2iQ enables customers to successfully deploy Kubernetes through a combination of simplified platform and expert support and training services.

Our team delivers a unique mixed workload testing methodology that ensures your stack of technologies are initially and continuously tested to ensure interoperability of key services.



To learn more about the D2iQ MSP Program, [contact D2iQ](#).

Professional Services

D2iQ's professional services team provides expert guidance from Day-0 design to Day-2 operations—and beyond.

Advise: Our Advisory Services answer your most pressing questions and guide your wide-ranging cloud-native endeavors to achieve enterprise-grade outcomes.

Activate: Our Activation Services are tailored to ensure that Kubernetes is customized to meet your cloud-native application needs for scalability, efficiency, and speed.

Adopt: Our Adoption Services are designed to help with Day-2 operations enablement and continuous support and improvement in the lifecycle of your applications.