

A consultant or Managed Services Provider (MSP) is a third party that manages services for an Arista end customer and may need to open cases on their behalf. Consultants/MSPs may or may not have an existing relationship with Arista.

Ideally, the Consultant/MSP needs to obtain an email address that matches the end customer web domain. This will simplify the registration process and grant users all the access they need to support the end customer. Once the consultant/MSP has obtained a customer email address, they can register for an Arista user account via this link:

<https://www.arista.com/en/user-registration>. The company name, billing country, and email address domain must match the end customer account information for the registration to go through, otherwise users will not be allowed to access the end customer Support Portal.

If the consultant/MSP does not have an email address with the end customer email domain, please follow the steps below:

1. Requirements:
 - The End Customer must sign the End User Authorization Form for Consultants and Managed Services Providers (Exhibit A), which authorizes the Consultant/MSP to open cases on their behalf.
 - One Exhibit A can list all existing consultants/MSPs.
 - Consultants/MSPs who are not Arista Partners or Customers must sign the Consultant License Agreement (CLA).
 - Your sales representative can provide both forms. Once the document is signed, your sales representative will share it internally to update our systems.
2. Case Handling:
 - The case will be tagged to the Consultant/MSP. If the consultant is a registered user, they will see the case in their portal account.
 - The case can be tagged to the end customer as long as they are copied on the case.
 - A serial number is required to adequately capture the end customer account for reporting purposes.
 - Arista Support (TAC) can provide software download access on an exception basis. If the consultant/MSP requires this exception, they can contact TAC directly, and they will assist them with the process.
3. Security Considerations:
 - We can't associate email addresses with different web domains to comply with security and industry standards.
 - We can't also associate one email address with two accounts (for example Consultant/MSP and End Customer).
 - The end customer needs to inform Arista when consultant/MSP access is to be revoked.