

Machine Trust for MSPs & MSSPs

Know which machine is acting for which customer, under whose authority, against which operating surface — with evidence the customer can independently re-check.

THREE ACTIONS YOU CAN TAKE NOW

- Run the free MSP Machine Trust Check.
- Buy the £395 MSP MCP & Agent Readiness Audit.
- Apply to the ECZ-ID Founding Partner Programme.



August 2026 / 8 pages / Public sales and executive briefing

Not a production proof report, certification, compliance opinion or customer case study.

<https://msp.ecocitizenz.com>

01 EXECUTIVE SUMMARY

The accountability question moved across customer boundaries.

As MSPs deploy AI agents, MCP servers, APIs and automation across customer tenants, the technical ability to act can spread faster than the customer-specific record of who authorised it.

The four questions

01 WHAT MACHINE ACTED?

Name the agent, automation or integration and the native identity it carries.

02 FOR WHICH CUSTOMER?

Keep each customer's authority, state and evidence isolated from every other tenant.

03 UNDER WHOSE AUTHORITY?

Separate customer authority from operator delegation and platform permission.

04 WHAT CAN BE RE-CHECKED?

Expose current state and evidence references without relying on the operator's assertion.

What ECZ-ID adds

- A cross-boundary record of identity, customer authority, operator delegation, lifecycle state and evidence.
- A current-state and revocation model that preserves what was true earlier.
- A customer-checkable projection through the canonical Resolver.
- A layer that complements RMM, PSA, IAM and security tooling rather than replacing them.

02 THE CONTROL BOUNDARY

Native controls remain necessary. Independent cross-boundary proof is a different job.

RMM, PSA and IAM answer important operational questions inside their own control planes. The customer's question crosses organisational and vendor boundaries: what did this customer authorise, what did the MSP delegate, what state applies now, and what can another party re-check?

NATIVE LAYER	WHAT IT DOES	THE SEPARATE QUESTION
RMM / EDR	Manage, execute, detect and contain on endpoints.	Customer authority and cross-vendor evidence.
PSA	Run service desk, contracts, workflow and billing.	Machine delegation and current proof.
IAM / IdP	Authenticate identities and issue tokens.	What a named customer authorised the machine to do.

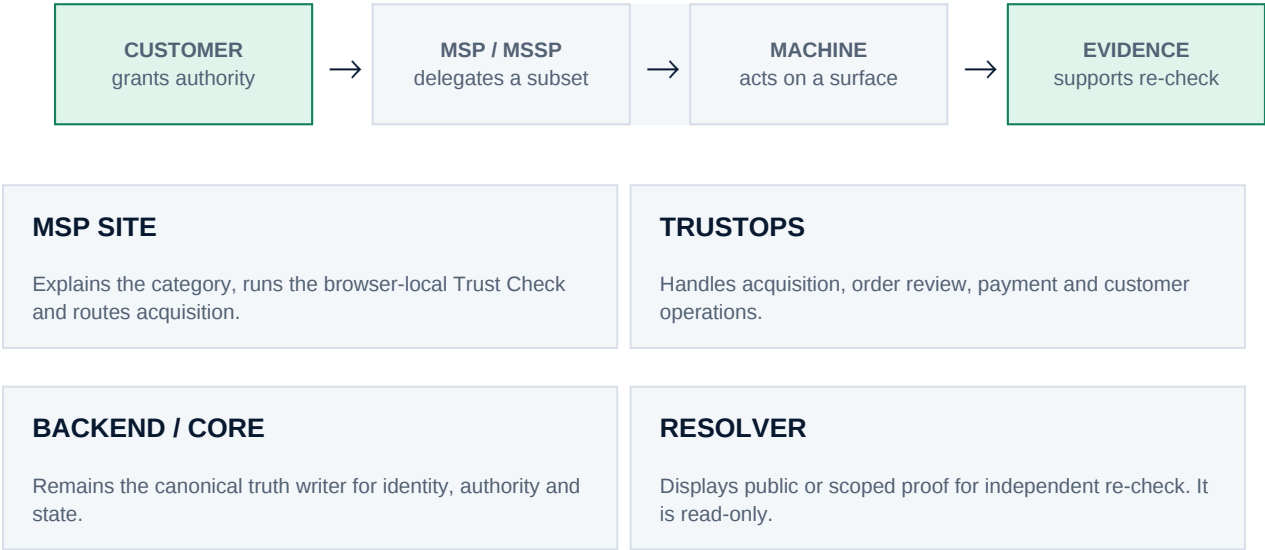
THE ECZ-ID LAYER

Records the accountable customer/operator/machine relationship across vendors; holds customer authority separately from operator delegation; projects current state and evidence for independent re-check; and does not execute, authenticate, monitor, certify or replace native controls.

Cross-boundary proof is not a claim that native tools are deficient. It is a record with a different owner, audience and verification path.

03 OPERATING MODEL AND ROLE BOUNDARY

Identity, authority, delegation, state and evidence — with each system kept in its role.



Public boundary

- Not a certification system, compliance certifier, RMM, PSA, IAM, SOC or telemetry database.
- A Register entry does not prove a historical action occurred; the source system's evidence is referenced.
- Local policy decides reliance. Current state should be re-checked at Resolver before reliance.

04 CUSTOMER-ESTATE USE CASE

One operator. Many customer authorities. No shared customer record.

MSP / MSSP OPERATOR	CUSTOMER AUTHORITY	MACHINE + SURFACE
accountable operator	CUSTOMER A authority · state · evidence	native identity MCP / API / automation
accountable operator	CUSTOMER B authority · state · evidence	native identity MCP / API / automation
accountable operator	CUSTOMER C authority · state · evidence	native identity MCP / API / automation

What each customer can receive

- A customer-specific authority and delegation record.
- Current lifecycle state, including suspension, revocation, supersession and expiry.
- Evidence references pointing back to the systems that recorded the underlying event.
- A proof view they can open without asking the MSP or ECZ-ID to assert the answer.

ISOLATION IS STRUCTURAL

One customer must never see another customer's record. The absence of a relationship between customer records is part of the model, not a presentation choice.

05 ENTRY ROUTES

Start free. Escalate only when human review is useful.

FREE MACHINE TRUST CHECK

Seventeen questions across four short steps. Runs entirely in the browser; answers are not transmitted. Findings and strengths, never a safety or compliance score. Actionable next steps and a local findings brief.

<https://msp.ecocitizenz.com/trust-check>

£395 MCP & AGENT READINESS AUDIT

£395 GBP paid upfront. One MSP operating entity; up to five representative customer environments in detailed sampling. Read-only intake, named human auditor, written report, findings register and written Q&A.; Existing TrustOps rail; no new SKU.

<https://msp.ecocitizenz.com/audit>

Audit deliverables at a glance

- Executive summary, MSP/customer topology and actor/surface inventory.
- Consequential action map: READ, WRITE and HIGH-IMPACT-ADMIN.
- Identity, customer-authority, evidence, revocation and freshness findings.
- Prioritised vendor-neutral recommendations, evidence appendix and ECZ-ID applicability.
- Reusable findings register and written follow-up Q&A.;

PAYMENT BOUNDARY

Opening the Audit page creates no order and makes no charge. TrustOps shows the live product, £395 GBP total and due now, and the secure card-checkout action before the buyer explicitly continues.

06 AUDIT PROCESS AND BOUNDARIES

A fixed, asynchronous process with a named human review.

01 PURCHASE	Review £395 GBP total and due now in TrustOps; explicitly continue to secure card checkout.
02 INTAKE	Complete the structured written intake in your own time.
03 EVIDENCE	Respond with screenshots, exports and written clarification. No credentials.
04 REVIEW	A named EcoCitizenz auditor applies the published method and writes the findings.
05 DELIVERY	Receive the report, findings register and written follow-up Q&A.;

Limitations

- Not a compliance certification, legal opinion, penetration test, vulnerability scan or AI-safety evaluation.
- No implementation work, continuous monitoring, credential handling or network access.
- Sampling is stated; findings are not extrapolated beyond the examined scope.
- The delivery schedule is agreed during intake. No public day-count SLA is promised.
- Recommendations stand without ECZ-ID, including where ECZ-ID is not required.

07 PARTNER OPPORTUNITY AND NEXT ACTIONS

A partner route for MSPs that want to operate the capability for customers.

The ECZ-ID Founding Partner Programme is separate from the Audit. Qualification criteria and exclusions are public; activation and wholesale terms remain private. No recurring MSP price is published in this briefing.

PARTNER OPPORTUNITY

Operate customer-specific Machine Trust records, preserve Partner of Record, provide customer evidence and independent re-check, and shape the product through a named roadmap channel. No exclusive territory, revenue guarantee, permanent price guarantee or formal certification.

Choose the next action

Run the free Trust Check	https://msp.ecocitizenz.com/trust-check
Buy the £395 Audit	https://msp.ecocitizenz.com/audit
Apply as an MSP partner	https://msp.ecocitizenz.com/apply
Re-check current public proof	https://resolver.ecocitizenz.org

EcoCitizenz Ltd / hello@ecocitizenz.com

Current state is re-checked at Resolver. ECZ-ID does not certify compliance and is not required by regulation.

