Multi-tenancy overview

The **Multi-tenancy** section is available to MSP and enterprise manager accounts that manage multiple customer enterprises from a single login. This chapter explains the enterprise scope model, enterprise switching, managed enterprise administration, and sub-accounts.

> To request a multi-tenancy account, contact **enterprise@cerberusapp.com**.

Core concepts

- **Main multi-tenancy account**: the primary manager account that can access the global multi-tenancy workspace.
- **Sub-account**: a delegated manager account created by the main account, with selectable enterprise assignments.
- **Selected enterprise context**: the active enterprise currently open in the dashboard for day-to-day operations.
- **Delegation**: permission granted by an enterprise owner that allows a manager account to enter and manage that enterprise.

Navigation model

When no enterprise context is selected, the side navigation shows multi-tenancy areas such as **Enterprises** and, for main accounts, **Sub-accounts**. After entering an enterprise, the dashboard switches to the standard single-enterprise navigation (Home, Users, Devices, Enrollment, Policies, and more).

Ownership and delegation

Each managed enterprise has an owner. The owner can always access that enterprise. Non-owner manager accounts can access an enterprise only when delegation is granted.

- When an enterprise has its own administrator user, that administrator is the owner and decides which manager accounts can access the enterprise.

- When an enterprise has no administrator user of its own, the main multi-tenancy account is the owner.
- On enterprises owned by a customer administrator, the main account can grant or revoke access for its own sub-accounts while its own access is granted, but it can't grant access to itself.
- If the enterprise administrator revokes access for the main account, access for its sub-accounts is revoked as well.
- Removing an enterprise from a sub-account's assignments also removes that sub-account's access to the enterprise. If you assign it again later, access must be granted again.

Enterprise administrators manage access from the **Enterprise manager access** card on the **Settings** page.

> Owner and delegation state are shown directly on enterprise cards to make access scope explicit before entering an enterprise.

License and billing actions

Multi-tenancy views expose license status, device limits, and enterprise billing actions. Depending on enterprise subscription state and your permissions, the card can show **Manage billing** or **Buy license**.

For enterprises created by a multi-tenancy account, licensing is managed by multi-tenancy users. The main account can always manage licensing, while sub-accounts can manage licensing only when the main account enables **Can manage license** for that sub-account.

Pages in this chapter

- **Managed enterprises**: search, filters, card details, and enterprise creation.
- **Enterprise switching**: top switcher behavior and scope transitions.
- **Sub-accounts**: delegated operators, assignments, and credentials management.

Revision #36
Created 2026-02-27 11:59:33 UTC by Admin
Updated 2026-11-12 09:52:01 UTC by Admin