

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.

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.

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