



The Operating Edge for Microsoft Partners

© 2026 RYZE PARTNERS LLC

RYZER Pulse

GTM Motion

Microsoft Announcements

Patch Tuesday

RYZER Feedback

Agent Sprawl Just Became Billable

An MSP with forty managed tenants has an agent problem it cannot see. Someone builds a SharePoint agent over lunch. Someone else connects a non-Microsoft agent to a shared library. No ticket, no owner, and the partner finds out when something breaks.

That is not just a security gap. It is an unbilled service line.

On August 10, Microsoft put multi-tenant agent management into public preview in the Microsoft 365 admin center. Partners now have one console to inventory agents across managed tenants and install or block agents across eligible tenants.

The inventory is what matters. It counts agents built in Copilot Studio, SharePoint, Agent Builder, Microsoft Foundry, and outside Microsoft. It also identifies ownerless agents and high-severity risk.

There is one important limitation: agent activity and risky-agent insight require an Agent 365 license assigned to the end user in the customer's tenant. Inventory everywhere. Risk only where the customer paid. That creates the service opportunity.

Instead of discovering an unknown agent during an incident, a partner can walk into a customer call with an agent count, an ownerless list, and a governance recommendation. What was invisible work becomes something you can monitor, govern, and put on the invoice.

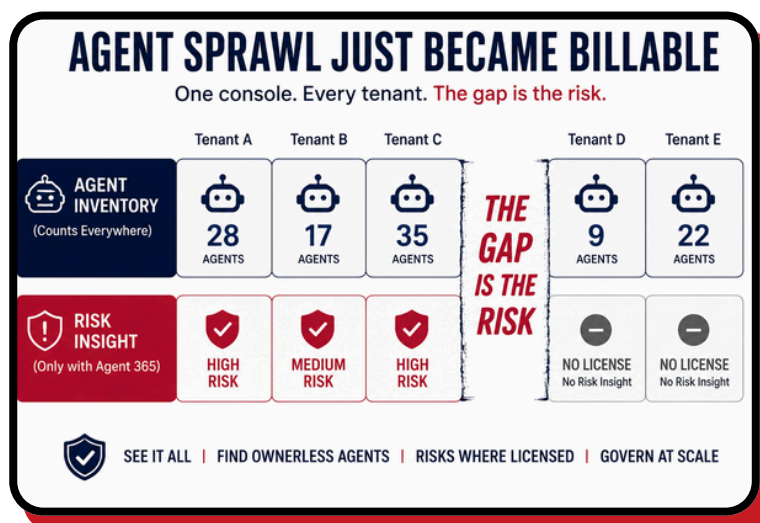
Partners who systemize this have a new managed service. Partners who do not will keep discovering agents after someone else builds them.

Availability: Multi-tenant agent management entered public preview August 10, 2026, for CSP distributors, indirect resellers, direct bill partners, and systems integrators. No general availability date has been announced. Agent 365 is licensed per user.

"An agent nobody owns is still yours to explain."



Rob Fegan



RYZER Tips

- **Agent inventory** across your managed tenants is a governance service you can invoice, and today nobody is invoicing it.
- **"What agents are running in this tenant"** becomes a question you answer mid-call instead of scheduling as a project.
- **Risk data stops** at the customers who bought the license, so your unlicensed tenants are blind spots on your own dashboard.

Book a FREE RYZE Strategy Session

- 💡 Leave knowing which of your managed tenants can be governed now and what that scope is worth monthly.

The heartbeat of the partner community. Each week we surface real stories and questions from Microsoft partners—pulled from Patch Tuesday calls, field conversations, and direct feedback—to help you spot patterns, avoid pitfalls, and stay ahead.

"Our SMB customers are not building agents. Why govern something that does not exist?"

The registry counts agents built in SharePoint and Agent Builder, which sit inside licenses those customers already hold, and it counts non-Microsoft agents as well. Pull the inventory on one tenant before you decide the count is zero. If it comes back zero, you now hold a baseline and a reason to be the one watching it.

"We have no Agent 365 in our customer base. Does this do anything for us?"

Inventory, install, and block work across the tenants you govern through your existing delegated admin privileges without it. What you lose is per-user activity and risk insight, which requires an Agent 365 license assigned to that user. Run the inventory now and use the ownerless agents it surfaces as the reason the license gets bought.

[Why AI-powered marketing is becoming essential to partner growth](#)

[Built to grow together: The FY27 Microsoft Marketplace opportunity](#)

[Position Microsoft 365 E7 for customers to realize Frontier Firm potential - Aug 27 -29](#)

[Microsoft Ignite Registration - Nov 17-20](#)

[August Partner Center Announcements](#)

[Microsoft Partner Blog](#)

[Americas Partner Blog](#)

[Multi-Country Partner News & Resources](#)

[Microsoft Events Portal](#)

[Microsoft Learn](#)

[Partner News | Microsoft Community Hub](#)

[Microsoft Marketplace Community](#)

Patch Tuesday Preview

[Tuesday, August 25th - 1PM EST](#)

Microsoft Stopped Paying for the Sale: What you need to know

RYZE Members Only



RYZER Feedback

We want to hear from you!

This week's question: *If your largest customer asked today how many agents are running in their tenant, would your answer be a number or a project?*

Send your reply to ryzeup@ryze-partners.com. We'll feature a few partner perspectives in an upcoming issue of the RYZE Report.

Follow us on LinkedIn

Not a current subscriber? [Subscribe here](#)

Missed an issue? [Access Archive Library](#)



WHAT TO DO THIS WEEK

Three moves. Three results. Turn agents from a blind spot into a billable service.

1

PULL THE INVENTORY



Run multi-tenant agent management for your 5 largest tenants.

WHAT YOU GET:



A NUMBER

How many agents. How many without owners.

2

BRING THE DATA



Take the agent count and ownerless list into the next scheduled call.

WHAT YOU GET:



A PRICED SCOPE

A governance service you can invoice.

3

ADD IT TO THE AGREEMENT



Add agent governance as a named scope item in your managed services agreement.

WHAT YOU GET:



STANDING COVERAGE

Governance written into the contract, every time.



RESULT:

You stop finding out about agents during incidents and start governing them *on purpose*.