



Subscription Packs, Purchase & Provisioning FAQs



This document provides answers to common questions about Insight Pro subscription offers. It also addresses how Insight Pro can be purchased across different regions and countries.

Insight Pro Subscriptions

Available - July 24, 2018

NETGEAR Insight™ Pro is an exclusive offering that is dedicated to NETGEAR Value Added Resellers (VAR) and Managed Service Provider (MSP) partners. Insight Pro empowers MSP with speed and scale - faster, easier deployment, monitoring and management of customers' networks means MSPs can take on more customers and scale their business. NETGEAR Insight Pro comes with multi-tenancy functionality within a single Insight Pro account. Through partitioned views based on User Role and access privileges, Insight Pro enables managing multiple customers from within a single Insight Pro account. All of this is provided at the lowest TCO on the market, allowing our partners to bake in their margin and still provide their customers with a very economical offering.

The NETGEAR Insight Pro solution is a revolutionary new way to very quickly discover, configure, and continuously monitor and manage their clients' networks of select NETGEAR Wi-Fi access points, switches and storage devices. Insight changes the equation with its simplified multi-tenant, multi-users, multi-location configuration and cloud-based remote access, empowering VARs and MSPs to manage their clients' devices from anywhere and develop "Management as a Service" solutions for recurring revenue.

Insight Pro Highlights:

- Cloud-based remote network and device management for MSPs and VARs
- Multi-Customer account management in single Insight account
- Multi-Tenancy and Multi-User
- Roles and Rights management for Users
- End-Customer Role with limited views
- Centralized visibility and control across multiple customers and locations

Q. What devices will be managed by Insight Pro?

- A.** We plan to continuously add new devices under Insight management throughout 2018. With the release of Insight 5.0, the following devices will be supported:
- WAC505 and WAC510
 - Orbi Pro
 - GC110, GC110P, GC510P, GC510PP, and GC728X and GC728XP, GC752X and GC752XP
 - All ReadyNAS devices except the 100-series

Q. How are Insight per device subscriptions counted?

- A.** Insight subscriptions fees are only applied on Insight managed devices as listed above. While Insight discovers, registers and in some cases even does basic monitoring of other NETGEAR non-Insight devices, no fees are charged on these.

Q. What about other devices not listed above?

- A.** Devices other than what are considered as Insight devices (listed above) have varying degrees of support from Insight and are NOT counted in the Insight subscriptions. Note: we will be adding additional devices to the Insight managed-devices portfolio with each release, so the list will be continuously changing.

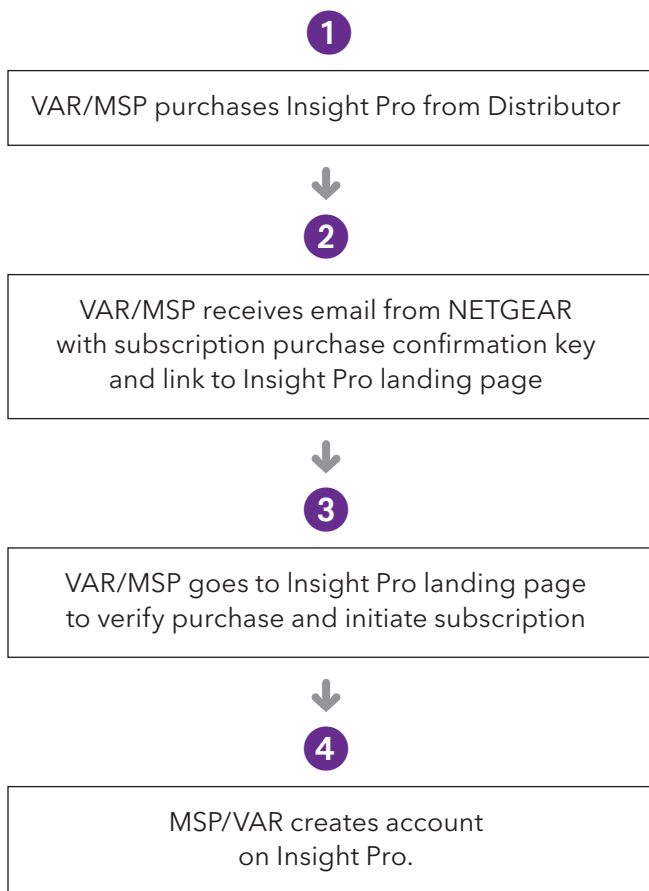
Q. What are the available Insight Pro subscriptions?

- A.** Insight Pro is available in various subscription packs based on the number of device credits and the length of subscription terms. Pricing will be provided by your Distri. Discounts based on volume and term length apply. Below is the list of offers and their SKUs:

SKU	PRODUCT NAME	TIME LENGTH
NPR1SNG1-10000S	Insight Pro 1 Single Device Credit	1 year
NPR1SNG3-10000S	Insight Pro 1 Single Device Credit	3 years
NPR1SNG5-10000S	Insight Pro 1 Single Device Credit	5 years
NPR10PK1-10000S	Insight Pro 10 Pack Devices Credit	1 year
NPR10PK3-10000S	Insight Pro 10 Pack Devices Credit	3 years
NPR10PK5-10000S	Insight Pro 10 Pack Devices Credit	5 years
NPR25PK1-10000S	Insight Pro 25 Pack Devices Credit	1 year
NPR25PK3-10000S	Insight Pro 25 Pack Devices Credit	3 years
NPR25PK5-10000S	Insight Pro 25 Pack Devices Credit	5 years
NPR50PK1-10000S	Insight Pro 50 Pack Devices Credit	1 year
NPR50PK3-10000S	Insight Pro 50 Pack Devices Credit	3 years
NPR50PK5-10000S	Insight Pro 50 Pack Device Credit	5 years
NPR100PK1-10000S	Insight Pro 100 Pack Device Credit	1 year
NPR100PK3-10000S	Insight Pro 100 Pack Device Credit	3 years
NPR100PK5-10000S	Insight Pro 100 Pack Device Credit	5 years

Q. How do customers buy Insight Pro subscriptions?

A. Insight Pro will be sold through the established NETGEAR Distributor network. Once you have purchased subscriptions of Insight Pro from your Distributor, you will receive a confirmation email from NETGEAR, which will contain a confirmation code for your purchase and a link to a website where NETGEAR will verify your Insight Pro purchase. Upon verification of your purchase, Insight Pro is opened for you to create your account and set up your customer organizations and devices. Below illustrates the purchase and provisioning flow for Insight Pro:



Q. Does Insight Pro purchase require a Credit Card?

A. Insight Pro subscriptions will not be sold directly via credit card or any other purchase methods. It is only sold through the Distribution channel.

Q. Can customers purchase Insight Pro and be billed for it?

A. As Insight Pro is sold only through the Distribution channel, all purchase and billing terms will depend on the arrangement set with your Distribution.

Q. In which countries will NETGEAR Insight Pro be sold?

A. Insight Pro will be available globally wherever NETGEAR is sold via the Distribution channel.

Q. What is Insight Pro pricing in the local currencies for the countries?

A. As Insight Pro is sold globally via NETGEAR Distribution partners, you'll need to refer to your Distribution providers website to find Insight Pro offers in your local currency.

Q. Will Insight be available in local languages?

A. Insight Pro is available in three languages in its initial release:

- English
- Japanese
- German

Q. Can I cancel Insight Pro subscriptions?

A. You can always cancel Insight Pro subscriptions after the completion of the current subscription terms. As an example, if your subscription is for one month, the cancellation will apply for the following month. Same thing for annual subscriptions. As all purchases of Insight Pro are done through the Distribution channel, refunds are determined by the policy set by your Distribution, not NETGEAR.

Q. If I currently have an Insight Basic or Insight Premium subscription, how can I change my Insight subscriptions level to Insight Pro?

A. You can upgrade from Insight Basic or Insight Premium to Insight Pro. If you have a current Insight Basic or Insight Premium subscription, best to let it run to the end of its term. Insight will enable you to migrate your account details, including device setup and configurations to Insight Pro. You will need to purchase the Insight Pro subscriptions through your Distribution partner, as Insight Pro is not sold directly. Unlike Insight Basic and Insight Premium, you cannot purchase Insight Pro subscriptions right within the product.

After confirmation of your purchase of Insight Pro, when you login, Insight will recognize that you now have an Insight Pro account, and will guide you through a few easy steps to migrate your data from Insight Basic or Insight Premium to Insight Pro.