



Pricing FAQs

▼ **How does netPrefect software licensing work? Can I pay just for what I use?**

Yes, netPrefect allows a number of licensing mechanisms, from outright purchase to leasing and pay-as-you-use. Don't forget that licensing is concurrent, so you can move the licenses between different monitored devices (and different customers if you are an MSP).

▼ **Can netPrefect be configured so that we are only charged for the time we are using it, say in the case of monitoring an upgrade to a ticketing system?**

Yes, a pay-as-you-use license would be the solution. Even if you only did this once a year, that's all you would be charged for.

▼ **Is there a minimum contract length? Is it paid yearly?**

With lease licensing, you can choose a 1, 2 or 3 year lease period. With pay-as-you-use, the minimum would be one hour. You can pay monthly in advance or annually.

▼ **If the licensing works 9-5 or 24/7 and we usually schedule the backup to run in the early hours of the morning or very last thing at night, how would this be reflected in licensing fees?**

If you only enable the device for monitoring 9-5 and you backup runs from midnight to 4am, then netPrefect would not attempt to detect backup failures. In order to do this you would need to include your backup period in the times that the device is monitored. This is simple to do when using pay-as-you-use.

▼ **If you put the management server on the network and it discovers 100 devices on the network, are you paying for the devices that you discover?**

Only if those devices are enabled within netPrefect. So, for example, if you just need an inventory of all of your systems but want 10 devices monitored, then setup auto discovery so that it finds the devices and creates the management entities disabled, then manually enable the 10 devices you need to manage. You will pay for the monitoring and management of those 10 devices, but not the other 90 that will appear on your GUI, which will only show whether they are reachable or not.

▼ **How is the pricing tiered?**

Pricing attracts quantity discounts, up to 50%. Licensing is cumulative, so if you move into the next discount band, the discount applies to all of your licenses.