N-able N-hanced Services
Onboarding

N-able is dedicated to partnering with you to get the most from our products. We offer two types of onboarding to help you start your N-able journey in the right way.

To maximize your productivity and performance, implementing the software correctly from the beginning is key.

Whether you install your software yourself or work with us, we provide the resources you need to get going quickly and efficiently.

Key facts:

- Getting Started track—included for all products
- Premium Onboarding—flat, one-time fee
- We focus on outcomes and are committed to your onboarding success

Getting Started
Get set up on your own or with virtual guidance from us.

The Getting Started track is a free service designed for partners who wish to take charge of their onboarding process. The self-guided, digital package is easy to follow; it will help you configure your services and get up and running quickly. Plus, you can also attend live Getting Started Live classroom sessionsto leverage advanced features and get answers to your questions from an N-able specialist.

WHEN TO CHOOSE THIS SERVICE:

- You prefer to set it up at your own pace
- You or your technicians are familiar with the product from past deployments

THE GETTING STARTED TRACK INCLUDES:

- Documentation and videos to help you get started and guide you through configuring our application
- In-depth, Onboarding for Success curriculum included
- Videos with tips to learn the ins and outs as you get started
- Access to N-able Success Center and Institute
- Free access to our Getting Started live classroom sessions and unlimited, on-demand access thereafter
- Access to our Cookbook—includes tested and verified policies and scripts
- Access to a partner community to engage with peers
- 24/7 access to our support team

Premium Onboarding

Let our expert, one-on-one guidance get you up and running faster.

Premium Onboarding is a paid service designed for new and existing partners who want a personalized onboarding and implementation experience, or a refresher for new employees. Our dedicated consultant will provide expert 1:1 guidance to ensure that the products work optimally and will also cover advanced features such as integrations and IT automation.

WHEN TO CHOOSE THIS SERVICE:

- You need to implement your N-able solutions quickly

- You want to get the absolute most out of each solution

- You'd like to partner your best technicians with an N-able expert to accelerate timelines

- You have new team members who lack experience with the product

PREMIUM ONBOARDING INCLUDES:

- All benefits included in the Getting Started track

Plus:

- Consultant-led onboarding plan per product playbook, based on your timeline

- 1:1 support in every step of the process

- Post-onboarding completion: 4 weekly check-ins to ensure we've met all of your needs

Questions?

We're here to help.

Contact our Partner Success Team to get started.

Success.N-able.com