

Nerdio for Azure Service Plans

Frequently Asked Questions

Is there a minimum commitment?

No, you can provision as few or as many Nerdio for Azure accounts as you'd like.

Can I cancel at any time?

Yes, although cancellation is seldom required because our pricing model is consumption-based.

Do you offer a tiered discount program?

Yes. Please contact us for further information.

What support do you offer?

We offer email and phone support to our MSP partners. During your trial, you can contact our support team via email. Once you are a signed partner, you can contact us via phone or email anytime from 7am until 7pm CST. Weekend and evening support is offered as needed. We will also work very closely with you during the initial on-boarding of your first few customers to make sure you are successfully on-boarding them into Azure.

Can I switch between plans or upgrade?

Yes, you can upgrade to NFA Enterprise from NFA Core or NFA Professional at any time. We recommend you plan ahead and run the upgrade when users are not logged into their desktops.

Do you offer training?

Yes, we are happy to conduct online or onsite training. A significant amount of training is included in your free on-boarding as well.

Can I white-label and use my own branding?

Yes, you can upload your own logo, set your own brand colors, and even change the name of the product to your own.