

# NORLINX FAQ : Lightning Round



## NORLINX

- Q How long has NORLINX been a DCIM provider?**  
Since the year 2000.
- Q How many implementations has NORLINX completed?**  
Around 300 data center deployments in totality.
- Q What industries does NORLINX work in?**  
Financial, Healthcare, Higher Education, Co-Location, Telecom, Advanced Technology and Federal Industries.
- Q How is NORLINX unique compared to other DCIM providers?**  
Our users get all three: High Speed Integrations, Low Cost Of Ownership and Reliable Data Collection.
- Q What is NORLINX's pricing model?**  
Our software suites are offered on a per rack basis. Unlimited users and unlimited devices per rack.



## GSM COSTS

- Q What are the costs of each software suite?**  
GSMpowerlite is free. Contact us for pricing of our other suites.
- Q Are services costs always applied to the GSM products?**  
Not always. Services costs are generally associated with custom integrations or specific training requirements.
- Q How does NORLINX manage "scope creep"?**  
Thorough written communication with our clients at all times.
- Q Is it hard to transition from one software suite to another?**  
It's extremely easy. We simply "lock" or "un-lock" features.
- Q Can users rent the software rather than buy it?**  
We are open to discuss how our software can be an OPEX.



## DEMOS & TRIALS

- Q What is the cost and duration of a NORLINX demo?**  
No cost and they generally last 90 minutes via webinar.
- Q What is the cost and duration of a NORLINX trial?**  
No cost and they generally last for 30 days via remote access to our software.
- Q What is the demo process?**  
Understand client interests and motivations. Focus what is important to them. Provide an overview of our software & tools.
- Q What is the trial process?**  
Generally, five to six mini-demo sessions over 30 days.
- Q Are users obligated to anything after a trial or demo?**  
There are no obligations of any kind.



## SUPPORT

- Q What technical support are Resellers required to provide?**  
As much as they are comfortable with. NORLINX can fill in any support gaps required to ensure clients are taken care of.
- Q Do NORLINX engineers visit users on-site at their facilities?**  
Yes. When required for implementations, training, etc.
- Q Is GSM training a requirement?**  
No, however it is highly recommended to maximize users' ROI.
- Q What level of technical support does NORLINX offer?**  
Level 1 through Level 3 – any and all support required.
- Q How are software bugs handled?**  
We resolve any known or perceived bugs as fast as possible and put preventative measures in place after each fix.



## INTEGRATIONS

- Q How many manufacturers has NORLINX integrated with?**  
Close to 30. That number is constantly increasing.
- Q What types of hardware can NORLINX integrate with?**  
Virtually any IT or Facility device within a data center.
- Q What are the protocols NORLINX utilizes for integrations?**  
SNMP, JSON, BACnet, and MODBUS are common protocols.
- Q Is being hardware and protocol agnostic really that unique?**  
Yes. Most DCIM providers are extensions of specific hardware brands. NORLINX is a true DCIM provider – software focused.
- Q Do users pay for all of NORLINX's past hardware integrations?**  
No. All of our past integrations are included within our pricing.



NORLINX offers extensive value and functionality for Data Centers across the globe. NORLINX emphasizes on innovating the best solutions that are not only efficient, but reliable as well. We ensure the continuity of our clients' mission critical Data Center operations while reducing their TCO (Total Cost of Ownership). NORLINX's portfolio covers a broad array of DCIM solutions with a complete range of services.