

# On-boarding Kit

## Who is NETGEAR?

NETGEAR focuses on all things connected. Whether for the home, business or even Service Providers. NETGEAR provides networking, storage and monitoring solutions without the cost of complex IT. From advanced wireless internet connectivity, to remote home video monitoring, to shared business access and secure remote location connectivity NETGEAR ensures safe, secure, reliable networking performance every time.

## Who is VExpress?

VExpress is an Australian owned national distributor of dynamic telecommunications, data and mobility solutions. As a founding member of the TBS Program, there is a deep heritage in the Telstra Channel. VExpress have strong focus on customer service, channel enablement, pre & post support and adopt a flexible approach to meeting the needs of our partners and their customers.

## What's in it for you?

- Dealing with Telstra Distributor of the Year 2013, 2015, 2016
- Dedicated account manager
- One – stop – shop for PABX to VC to UC
- Technical pre & post-sales support
- Monthly training sessions across vendors
- Dedicated customer service team
- Flexible financial terms (to approved accounts)

## I want to start selling NETGEAR, how do I get started?

- Go to VExpress website – [www.VExpress.com.au](http://www.VExpress.com.au)
- Click on Login (top right hand corner)
- Register for a log in
- Once in the vendor portal select Training and Demo's on the left Nav Bar
- Select NETGEAR (click here to certify)
- Proceed with the online training/exams
- All four courses must be completed – Switches, Wireless, Monitoring Cameras, Storage
- Utilise the Certification overview at the beginning of each exam

### **GOOD LUCK**

Once you have completed all 4 exams you will be sent a certificate via email and Telstra will be automatically notified

## Need help with NETGEAR products? Check out these Selector tools

[Switches Selector](#)

[Storage Selector](#)

[Security Selector](#)

[Wireless Selector](#)

# What else can VExpress help me with?

## Training and Accreditation

VExpress offers training in both sales and technical areas. Training offered by VExpress is accessible in a number of formats, including hands-on, in-classroom and on-demand.

## Pre-Sales Support

VExpress provide skilled and experienced resources dedicated to providing pre-sales support to Business Partners engaging in the SME and Enterprise market segments, across voice, video and data products.

## Demonstration Facilities

VExpress offers demonstration facilities, which enable Business Partners to provide configurable presentations to their end user customers. For those who want to take the demonstration to the customer, VExpress can facilitate loan equipment and assist with the presentation.

## Marketing Services

VExpress has a dedicated Marketing Team responsible for working with our vendors and Business Partners to promote the VExpress product portfolio through to the end-user customer.

## Installation Management

VExpress has developed a comprehensive infrastructure designed to support Business Partners without in-house technical resources. This enables VExpress to provide installation, maintenance and MAC (Move, Add, Change) services to these Business Partners.

## Inventory Policy

VExpress' inventory policy is to hold a broad range of stock with levels equivalent to approximately 6-8 weeks of sales. This ensures that VExpress is able to ship equipment as orders are received, in most cases shipping within 24 hours.

## Post Sales Technical Support

VExpress maintains a highly skilled technical support team, which is able to provide a broad range of technical support for VExpress Business Partners.

## System Run-up's/Software Downloads

A unique offering for Business Partners of VExpress is the complimentary testing of hardware and the downloading of license keys and software onto PBX platforms, prior to shipping.

## Hardware Support

VExpress provides a comprehensive service for the handling of hardware support issues raised by Business Partners.

## If you would like to become a VExpress Partner simply:

- Email [sales@VExpress.com.au](mailto:sales@VExpress.com.au)
- Or call 1300 888 647

VExpress can also help you with:



Contact us



Phone: 02 8424 7979

Email: [info@VExpress.com.au](mailto:info@VExpress.com.au)

Website: [www.VExpress.com.au](http://www.VExpress.com.au)