



## **Nuvolex ManageX Platform FAQ**

### **Can I get a trial of the Nuvolex platform?**

Definitely! Nuvolex provides a free trial for you to test out the ManageX platform. You will have access to the Enterprise version of the platform during the trial - the fully featured version of ManageX with all the bells and whistles! You can use the platform free for 31 days and you will not be charged. Simply click on the Free Trial button to get started today.

### **What is the minimum number of licenses I need to buy?**

You only need to purchase a minimum of one ManageX Enterprise license in order to access the Nuvolex platform. From there, you can mix and match the different ManageX plans with all the IT administrators on your team.

### **How many administrators do I need?**

This is entirely up to you. We recommend ManageX Professional for the administrators on your Service Desk that are responsible for handling the day-to-day Microsoft cloud service requests that come in from your customers. If you have a larger Service Desk and a subset of those Service Desk administrators only handle customers that use Office 365 Exchange and/or manage user identities, you can put them in the ManageX Basic plan. Your senior IT administrators will most likely want access to ManageX Enterprise in order to access all the advanced management features that the platform offers.

### **Can I make my customer an administrator?**

With the ManageX platform, you can have your customer also have administrator access rights and control what actions they can take on the ManageX platform. They will be required to have one of the ManageX plans to access the platform. We recommend that you don't give your customers access to the ManageX Enterprise plan. Nuvolex will charge you directly for all customer administrators that has access to the ManageX platform.

### **What does "Role Based Access Control - Enabled" mean:**

Role Based Access Control is a powerful capability on the ManageX platform that allows for very granular control of administrator access rights. This capability is configured at the Enterprise SKU level by Senior IT administrators and controls access for all IT administrators on the Nuvolex platform. Once these capabilities are configured, access control will be imposed on all users of Professional and Basic SKUs.

### **What does "OU Based Management - Enabled" mean:**

OU Based Management is a feature on the ManageX platform that allows MSPs to streamline the provisioning and deprovisioning of Office 365 users, using only simple mouse clicks. OUs and user provisioning policies for each tenant managed on the Nuvolex platform are configured at the Enterprise SKU level by Senior IT administrators. Once configured, Basic and Professional administrators can use OUs to easily assign all users with Office 365 licenses and their associated attributes – they are **OU Enabled**.

**How will I be billed?**

Nuvolex billing is based on the number of administrators you have on the platform each month. At the beginning of each month, you will be billed on the maximum number of administrators you had for each of the ManageX service plans the month before. The first five days of each new month, you're allowed to mix and match service plans with your IT administrators and you won't be double billed. From day six through the end of the month, Nuvolex will start tracking maximum administrator usage for each plan and bill accordingly. You must always have one ManageX Enterprise license in use to access the Nuvolex platform.