Licensing and Pricing Questions

1) Is there a license requirement calculator available to help me easily determine my license requirements?

Yes we have an automated calculator to give you price estimate of the required licenses. Please contact our sales team to get a quote.

2) What license purchase options are available?

MachSol delivers its MachPanel software through Subscription Packages. Firstly you have to pay a one-time Activation fee for each Enterprise Module and after this you select the monthly package that suites your requirement while for larger customers we offer Volume pricing. MachPanel subscription packages includes Setup, Installation, Integration, Activation, User Acceptance Test and one hour of comprehensive training (setup fee).

Work is performed by MachSol experienced in-house certified engineers. This approach will minimize your time to market and delivers the right results for long-term success. Kindly contact our sales team today on +1 (877) 622-4765 to get your quote.

3) Do I get Control Panel Installation/configuration?

MachPanel offers Free Control Panel Installation/configuration with the purchase. You can even install the control panel yourself as we have comprehensive installation guides available but we offer Installation/configuration to ensure you are up and running right away.

4) Do I get any training?

Yes, MachPanel offers 1 Hour free Training with the purchase. While if you require additional training we do have multiple training options available. For further details, kindly contact our sales team on sales@machsol.com

5) How quickly can I go live?

Control Panel installation only takes a couple of hours and then it all depends on how quickly you want to import your current users. By all means your control panel will be ready in just a few hours and then it all depends on time you take to build product packages based on your target audience and setup your marketplace and payment options.

6) Do I need to pay one-time fee for Active Directory License?

No you don't have to pay a one-time fee for Active directory. All MachPanel Built-in Modules comes with purchase of any of the other Enterprise Module i-e MachPanel Automation Module for Microsoft Exchange, MachPanel Automation Module for Microsoft SharePoint, MachPanel Automation Module for Microsoft Skype for Business etc. In fact MachSol offers unlimited Active Directory licenses which means you can manage multiple hosted/dedicated environments from the same control panel without any additional costs.

7) Do I need to buy Remote Server License?

No you don't have to buy any remote server licenses. MachPanel offers unlimited remote server licenses thus you can manage your current infrastructure regardless of its size and expand it anytime without any additional control panel costs.

8) Do I have to pay any license fee for Billing Module?

All Built-in Modules including Billing comes with the subscription so you don't have to pay any additional fee for Billing. Other Built-in Modules are Helpdesk, Customer/Reseller Management, Store etc.

9) Should I expect to receive a license key when I purchase license?

No, there is no license key sent to the customer. License key is pushed directly from License Server onto your MachPanel control server installation.

Licenses will be set according to the purchase you made and you should receive a confirmation e-mail within 24hour of your purchase along with instructions on how to activate license. It is just click of a button in the control panel web interface to finalize the license activation.

10) What is the licensing cost if I need a Control Panel for Exchange 2016?

Firstly you only need to pay a one-time license activation fee for MachPanel Automation module for Microsoft Exchange and after this you select the monthly package that suites your requirement. You can always upgrade/downgrade your monthly package as per your usage requirements. We do offer Control Panel Installation/configuration & Training with the purchase and on top of that you also get free support & product upgrades. In order to get the price, kindly contact our sales team on sales@machsol.com

11) What if I need to add more Exchange roles what additional licenses will I have to purchase?

Whether you are on MachPanel subscription package or Volume pricing, you are already paying based on number of users thus it does not matter what infrastructure you have on the backend. You can expand your current infrastructure anytime you like without worrying Control Panel pricing.

12) What is the licensing cost if I need a control panel for SharePoint 2016 or SharePoint 2013?

Firstly you only need to pay a one-time license activation fee for MachPanel Automation module for Microsoft SharePoint and after this you select the monthly package that suites your requirement. You can always upgrade/downgrade your monthly package as per your usage requirements. We do offer Control Panel Installation/configuration & Training with the purchase and on top of that you also get free support & product upgrades. In order to get the price, kindly contact our sales team on sales@machsol.com

13) What is the Control Panel licensing Cost for Microsoft CSP?

Firstly you pay a one-time setup fee and after this you start paying a minimum monthly usage fee that includes 245 Licenses, each additional license costs a small usage fee. Kindly contact our sales team on sales@machsol.com to get a quote.

14) What Microsoft licenses do I need to get started with Enterprise Hosting?

You need SPLA licensing to get started. Consult your local Microsoft Partner for SPLA pricing.

15) Can I pay via PayPal?

Yes, you can pay via PayPal. We have other payment options also available to purchase our product.

16) I want to buy license. What payment options are available?

You can pay through credit card, PayPal, Electronic Cheque, Normal Cheque (US & Netherlands only), and Wire Transfer.

17) Running small business and can't afford a panel?

Our pricing Model allows you to get started on lower volume. You only pay a small Base

Price and then the monthly cost based on the number of users.

18) Do you offer any Migration Discount?

We do offer attractive Migration discounts and it can be anything from 5% - 20% depending on your licenses.

19) If I want to upgrade number of Mailboxes?

You can have easily upgrade from one package on to the other. All you have to do is contact our Sales team or your account manager and you will be upgraded instantly.

20) What Support options are available?

MachSol is known for the best possible support in the industry where our certified inhouse resources ensures you are up and running at 100%. We have all support options available while emailed based technical support comes with the product.

21) Do I get an account Manager?

Yes MachSol offers dedicated account manager. You can contact your account manager for upgrades, new purchases, escalating support enquiries and product enhancements/integrations.

MachPanel Knowledgebase
https://kb.machsol.com/Knowledgebase/50051/Licensing-and-Pricing-Questions