Accelerate Your Growth

InSource InSider and InSource InSider⁺

Frequently Asked Questions

InSource InSider and InSource InSider⁺ offer a comprehensive solution that helps you quickly onboard new employees and equip your current team with the necessary skills to succeed. Our services also allow your team to test various software packages before making a purchase decision. With InSource InSider, your factory can build a strong sense of community among its team and within your industry.

Our cutting-edge tools and collaborative platform promote knowledge sharing, enabling you to stay ahead of the curve in the fast-paced world of Digital Transformation.

What are InSource InSider and InSource InSider⁺

Why should I purchase InSource InSider?

Our primary focus is to prioritize your requirements by offering top-notch services tailored to your organization's unique desires and demands. With our InSource InSider and InSource InSider⁺, we provide a wide range of tools, training, and expert support that can be advantageous for both novice and seasoned workers.

What is the difference between InSource InSider and InSource InSider⁺

InSource InSider and InSource InSider⁺ both provide a wide range of tools, training, and expert support. The main differences between InSource InSider and InSource InSider⁺ are shown below:

	InSource InSider	InSource InSider ⁺
InSource Training	**Unlimited** In-person and virtual instructor-led	**Unlimited** In-person and virtual instructor-led
Schedule an Expert	**4** Hours per quarter	**8** Hours per quarter
Flex Credits	**Not Included**	**500 Included**
Industry and Product Forum	**Included**	**Included**
Members Only Content	**Included**	**Included**
InGeniusAI	**Included**	**Included**
Annual Client Event	**1 Complimentary Pass**	**2 Complimentary Passes**

Frequently Asked Questions

What are InSource InSider and InSource InSider⁺ (continued)

What is the duration of my InSource InSider subscription?
InSource InSider and InSource InSider⁺ are 12-month subscriptions that are billed annually.

I have InSource InSider but would like to upgrade to InSource InSider⁺, who do I contact?
Contact your regional account manager to upgrade your account and gain more from InSource InSider⁺

Can one subscription cover my entire team?
One subscription covers your entire site. If you have more than one site you would like to get InSource InSider for, contact your regional account manager.

How do I pay for InSource InSider subscription?
You can pay via purchase order, ACH, or credit card. Note that in some areas there is a surcharge for credit card payments.

How often will I be billed? Can I pay Monthly or Annually?
InSource InSider and InSource InSider⁺ are billed annually and are automatically renewed unless you opt-out.

Unlimited Training

How much training can I access when it comes to InSource InSider and InSource InSider⁺
All subscribers will enjoy unlimited access to InSource training for all classes on the published schedule OR via self-paced training.

How many people on my team can I train with my subscription?
Everyone at your site.

Flex Credit

How will I know when I reach my Flex Credit limit?
Our Client Success Team will help you monitor your Flex consumption.

Can I purchase more Flex Credits?
Contact your regional account manager about this.

I used my Flex Credits to try a new AVEVA software, how long do I get to test it for?
Flex credits are consumed monthly. You can test any software you've licensed until all your credits have been consumed.

Member Only Content

What is the difference between the member only content and the information on your website?
InSource InSider and InSource InSider⁺ provide access to preconfigured example solutions and access to detailed instructions and guidance based on our learnings around the software we represent. Our website is a great tool for information but does not have the level of detail and information you get with InSource InSider.

To speak with someone or for more information, visit us at insource.solutions

Frequently Asked Questions

Industry and Product Forum

What type of information will be on the Industry and Product Forum?
Our Forum serves as an outstanding platform for your team to inquire about and gather suggestions from fellow users regarding their utilization of the same software. It provides an avenue for open discussions, enabling you to ask questions and benefit from the experiences and insights of others in the community. The Forum fosters knowledge sharing and collaboration, offering valuable opportunities to learn and optimize your software usage based on real-world practices.

What if I ask a question on the forum and it doesn't get answered?
We do our best to answer questions within one business day. If your question hasn't been answered, feel free to bump it to gain additional visibility.

Schedule An Expert

Can I use the hours for development guidance?
YES! That's a primary use case. In some cases, we can create an "on demand" video that covers the topic you're interested in. If appropriate, these can also be added to our video snippet library.

Do my unused hours roll over to the next quarter?
Each quarter you start with a new set of hours, which do not roll over if unused.

Can I purchase more hours? And what is the cost?
Contact your regional account manager about this.

What is the difference between Schedule an Expert and the traditional time & materials approach to getting InSource resources?
With the traditional approach, you would need to set up a service support contract with our services team at a minimum of 40 hours. Also, you would have to issue a PO and this could take several weeks to get in motion and through your purchasing team. With Schedule an Expert the hours are ready to consume when you need them.

Can I use these hours for project work?
Ideally, no. Project work requires an identified scope based on user requirements and agreed upon cost and schedule. However, these hours could be used for identifying requirements for a project.

What if I wanted you to write a report using these hours?
The quantity of hours are probably less than what it would take to write a report but certainly the team could assist you by helping you to write a query, format the report visualization or give a primer on how to get started writing reports.

My question wasn't answered here, now what?

Contact us at 877-467-6872