

Connected Crew — partner FAQs

What is NETGEAR Connected Crew?

Connected Crew is a technical enablement program designed to help NETGEAR partners build deeper expertise, stay up to date on our solutions, and deliver better outcomes for their customers.

It brings together training, technical guidance, and direct engagement with NETGEAR experts into one unified experience.

How is Connected Crew different from technical support?

Connected Crew is not a replacement for technical support or case handling.

Instead, it helps you stay ahead with access to:

- Proactive technical training
- Best practices and deployment guidance
- Insights into new products and features
- Direct access to NETGEAR technical experts

Think of it as a way to strengthen your team's capabilities — not just solve individual tickets.

Who is Connected Crew for?

Connected Crew is built specifically for NETGEAR partners, including:

- Managed Service Providers (MSPs)
- Value-Added Resellers (VARs)
- Integrators and installers
- Pro AV specialists

If you design, deploy, or support NETGEAR solutions, this program is for you.

What kind of content and engagement can I expect?

Connected Crew provides ongoing technical engagement through:

- Live webinars and in-person workshops
- Deep dives into specific technologies (Pro AV, switching, wireless, etc.)
- Deployment best practices and design guidance
- Product roadmap insights
- Interactive Q&A sessions with NETGEAR experts

Content is developed by NETGEAR's technical teams and delivered globally to ensure consistency and quality.

How will this help my business?

Connected Crew is designed to support your success by helping you:

- Deploy solutions more efficiently and with confidence
- Reduce troubleshooting time and escalations
- Stay current on new technologies and features
- Deliver better experiences to your customers
- Strengthen your technical credibility

Well-enabled partners close deals faster and build stronger customer relationships.

Will sessions be available in my region or language?

Yes. Connected Crew is a global program with sessions delivered across regions and in multiple languages to support partners worldwide.

Who leads the Connected Crew sessions?

Sessions are led by NETGEAR technical experts, including systems engineers and product specialists.

These are the same teams who design, support, and deeply understand NETGEAR solutions — so you're earning directly from the source.

Is Connected Crew a one-time program?

No. Connected Crew is an ongoing initiative that will continue to grow over time.

New content, sessions, and engagement opportunities will be added regularly to keep you informed and supported as technologies evolve.

How do I get involved?

You can get started by:

- Registering for upcoming Connected Crew sessions
- Accessing content through the partner portal
- Reaching out to your NETGEAR account manager for more information

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