

NDI + NETGEAR Enterprise: Better together

NETGEAR Enterprise Professional Services



Getting NDI video onto a network is easy. The challenge comes as the system grows and bandwidth planning, discovery across VLANs, device compatibility, and firmware differences become more complex. NDI and NETGEAR Enterprise bring workflow and network expertise together to validate your AV-over-IP environment before launch and keep it running reliably once live.

THE CHALLENGE

Every room and facility you add raises the stakes. QoS, latency, jitter, and synchronization all have to stay in step with the network and the devices, and they have to hold up during a live production.

When problems occur in a multi-vendor environment, each component may appear healthy while the complete system still fails. Your team is then left coordinating between vendors, delaying resolution and putting productions at risk.

HOW WE SOLVE IT

Before go-live

Design and deployment peace of mind

NETGEAR Enterprise designs and deploys the network while NDI's own experts — the team behind the protocol — keeps the video running smoothly. Together we design, test, and commission the complete environment so it's ready to perform reliably from day one.

Once live

One coordinated path to root cause

When something misbehaves in a live environment, you should not have to work out which vendor owns the fault. We examine every layer together, end to end, which shortens the route to the fix.

PEACE OF MIND, BUILT IN

**Proven before go-live**

Your facility is designed, validated and commissioned as one system, so go-live is a formality rather than a test.

**Performance that holds up**

Latency, jitter, dropped frames and discovery issues are tuned out long before an audience could notice them.

**One team in your corner**

One point of contact coordinates both network and video expertise, so you do not have to manage multiple vendors. Both services are purchased in a single transaction.

**How the engagement works**

NETGEAR Enterprise Professional Services leads and coordinates the project as your single point of contact. Our experts provide the network design and deployment services, while workflow assistance comes directly from NDI, the team that created the protocol.

We bring in the right specialists at each stage and keep everyone working to one plan. Both services are purchased

through NETGEAR Enterprise in a single transaction, giving you direct network and NDI expertise through one coordinated engagement.

There is no fixed package. We agree on the scope with you during discovery, so you only take on the work your project needs.

THREE STEPS FROM FIRST CALL TO GO-LIVE

1

Talk to us

Tell us about your NDI project and where it is today, whether that is a first design or a facility that is already live.

2

Discovery

Together we identify requirements and agree the service areas your deployment needs. Nothing more, nothing less.

3

Design to go-live

One team takes you from initial design through validation and commissioning to a proven, live system, and stays with it once it is running.

SERVICE AREAS WE DRAW FROM

NETGEAR Enterprise engineers handle the network design and deployment, NDI specialists provide the workflow expertise, and both teams work together under one coordinated plan.

Architecture and solution design

Map sources and destinations, size bandwidth, plan redundancy and discovery, and define system behavior before the build.

Network design and validation

Infrastructure designed and validated against the requirements of your intended NDI solution.

Pre-deployment validation

Device selection, NDI compatibility and certification, firmware and software versions, formats, bandwidth assumptions and interoperability.

Deployment and commissioning

Implementation support and validation that network, endpoints, discovery, routing, video, audio, metadata and control operate correctly together.

Performance optimization

Measure latency, jitter, dropped frames, bandwidth use, and discovery, then tune for production loads.

Troubleshooting and root cause

Identify whether failures come from the network, endpoints, NDI configuration, applications, firmware, or architecture, and work with you to resolve them.

Training and knowledge transfer

Enabling your engineering and operations teams to deploy, manage and troubleshoot NDI environments themselves.

Go-live support

Additional engineering support is provided for critical deployments and go-live.



Why NDI and NETGEAR Enterprise together

You get one coordinated team supporting both the network and the video workflow. NETGEAR Enterprise leads the project and provides network design, validation, and

deployment, while NDI delivers protocol and workflow expertise directly. Each layer has a clear owner, allowing the complete system to be tested and proven together.

PROOF POINTS



1.2 million

NDI hardware nodes connected worldwide, across creators, classrooms, enterprise spaces, live events and complex production systems.



Certified

Mutual certification improves consistency, compatibility and confidence around the hardware and software in your environment.



AVIXA accredited

NETGEAR Enterprise technical staff complete the AVIXA accredited NDI Professional certification track, so the network side of your project is designed by people who understand NDI.

WHO IT IS FOR

Organizations taking NDI beyond a few rooms into enterprise, Pro AV, corporate communications, education, collaboration and broadcast environments, where deployments span several vendors, network architectures and teams.

Planning a facility

Enterprise AV and IT decision makers, and heads of technology or infrastructure planning who are planning new or expanding NDI deployment and who want it proven before the go-live.

Running a deployment

Broadcast and Pro AV designers, system integrators, network and IT operations teams, support technicians and commissioning engineers who need a fast route to root cause.

Bring us in at the design stage

Bring NETGEAR Enterprise and NDI in early to validate your complete environment before go-live. Tell us about your project, and we will define the right services, coordinate both teams, and deliver everything through one transaction.

Get started

Contact your NETGEAR account manager or visit
netgear.com/business/services/premium-support

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