

Pricing

Nile brings a highly simplified pricing approach to customers that are fed up with pricing complexity, volatility and unpredictable costs. Tighter budgets as well as supply chain and procurement issues are challenging CapEx purchases. Furthermore, most organizations spend 3-7 times their CapEx outlay on their operational costs to maintain and operate the technology without realizing the total cost of ownership.

Nile's pricing structure allows organizations to walk away from the "depreciation penalty", while still delivering 30-50% cost savings and making IT nimbler in the AI-era.



Pricing Components

Nile Services	Includes	Delivered By	Benefits
1 Nile Access Service Foundational offering for next-gen, enterprise grade unified wired & wireless	<ul style="list-style-type: none"> ✓ Zero Trust Fabric ✓ Cloud Management ✓ Core Trust Service ✓ Day 2 Autonomous Operations ++ 	Nile	<ul style="list-style-type: none"> ✓ Enterprise grade wired/wireless ✓ Built-in Zero-Trust security ✓ 99%+ ticket reduction ✓ Operationally simple
2 Nile DHCP Service (Optional add-on)	<ul style="list-style-type: none"> ✓ Cloud delivered secure DHCP 	Nile	<ul style="list-style-type: none"> ✓ Secure IP address
3 Nile Guest Service (Optional add-on)	<ul style="list-style-type: none"> ✓ Secure Guest Access 	Nile	<ul style="list-style-type: none"> ✓ Simplified and secure guest access
4 Nile RADIUS Service (Optional add-on)	<ul style="list-style-type: none"> ✓ Cloud delivered continuous authentication with MDM integration 	Nile	<ul style="list-style-type: none"> ✓ Operational simplicity
5 Nile Trust Service (Optional add-on)	<ul style="list-style-type: none"> ✓ Identity based micro-segmentation ✓ Fine grained policy control 	Nile	<ul style="list-style-type: none"> ✓ Datacenter-class security
5 Nile Edge Service (Optional add-on)	<ul style="list-style-type: none"> ✓ Secure WAN Edge Service 	Nile	<ul style="list-style-type: none"> ✓ Full-stack cloud delivered edge security

Pricing Components

Nile Services	Includes	Delivered By	Benefits
Additional Components across the Lifecycle			
7 Service Guarantee + (Optional add-on)	✓ Industry's only financially backed SLA of 99.95% with availability, capacity, and coverage ++	Nile	✓ 3D SLA for coverage, availability and capacity
8 Day-0 Operations Discovery (with Nile Nav)	✓ Automated wireless and wired discovery with normalized data for design automation	Partner	✓ Digital site documentation in hours
9 Day-1 Operations Plan and Design (with Nile Nav)	✓ Automated network design with Designed Digital Twin, Topology planning, BOM generation, and deployment coordination	Partner	✓ Reduce time from survey to deployment
10 Day-0/1 Operations Installation and Activation (with Nile Nav)	✓ Automated plug-and-play installation and activation with cloud provisioning, Digital Twin Validation, and Day-2 handoff	Partner	<ul style="list-style-type: none"> ✓ Zero config scaled deployment ✓ Rapid activation with validated service readiness
11 Day-2 Operations	✓ Level-1 support and contextual configuration such as SSIDs, policies, and integrations	Partner	✓ 99%+ ticket reduction
12 Professional Services-Nile Ready (Optional add-on)	✓ Pre-deployment assessments including network/security posture review, architecture validation, and site readiness evaluation	Partner	✓ Validated designs to reduce risk
12 Professional Services-Nile Propel (Optional add-on)	✓ Post-deployment activities including integration and migration to seamlessly transition users, devices, and services	Partner	✓ Faster time to service with low overhead

+ Service Guarantee

- Industry-leading SLA of 99.95% for availability, capacity, and coverage
- Autonomous equipment replacement
- Embedded sensors
- Lifecycle technology refresh
- Extended data retention
- Integrated training services

++ Day 2 - Autonomous Operations

- Automated software upgrades
- Continuous site survey, capacity management, and self-tuning network optimization
- Agentic AI-driven root cause analysis and remediation
- AI-driven network health and user experience monitoring using NXI
- 24x7 monitoring via virtual sensors
- 24x7 customer support
- 30-day data retention for network telemetry
- Standard RMA within 2-3 days or less

Understanding TCO and Value: Box vs. Service Pricing

To better understand the value and TCO benefits of the Nile approach, organizations should evaluate networking costs across the full lifecycle, including:

✓ Number of sites and locations (global deployments increase operational complexity)

✓ Cost of infrastructure equipment and spare inventory

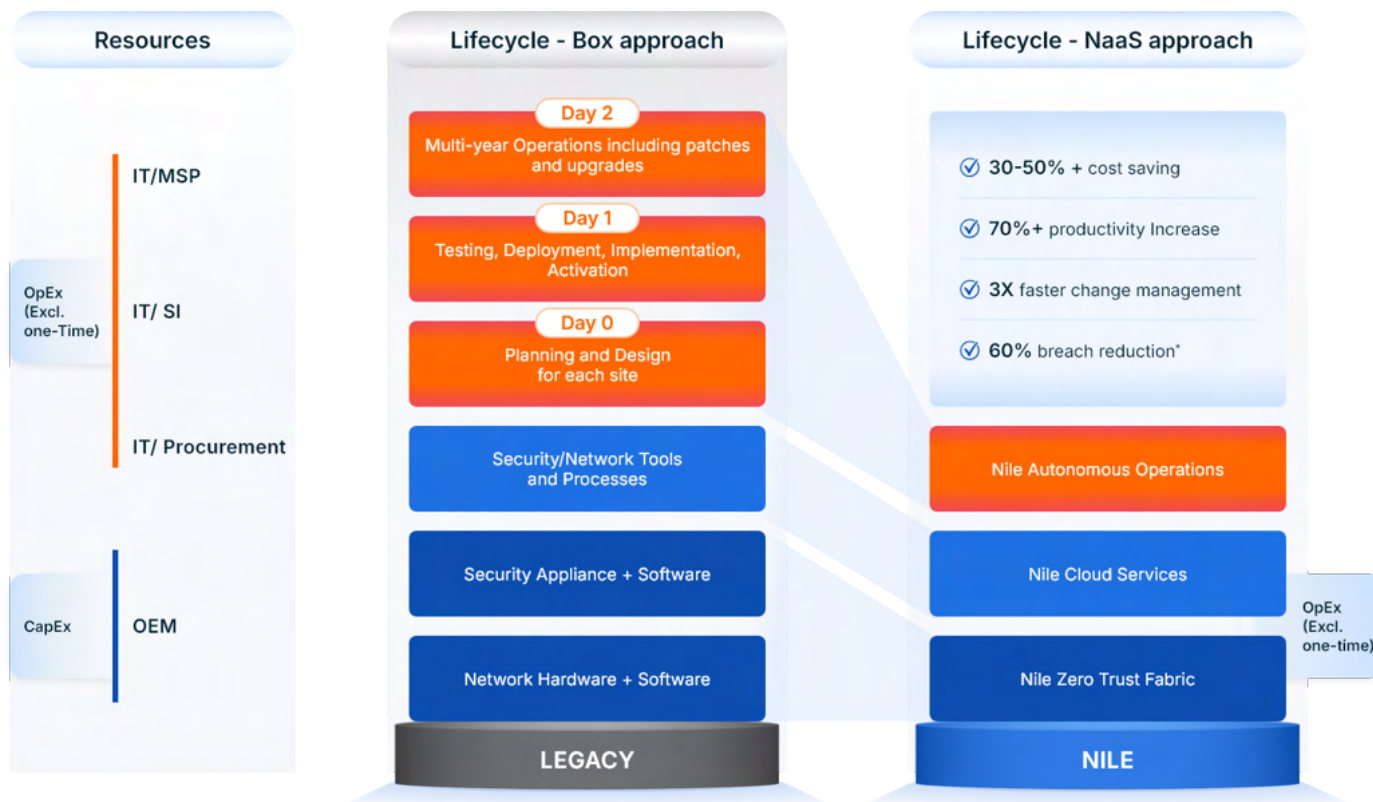
✓ Deployment and lifecycle management, including software upgrades, security patches, config, backup/DR, change management and troubleshooting

✓ IT tools and resources required for network and security operations over time

✓ Cost of incident handling and downtime

✓ Security tools, operations and incidents involving users, devices, and connected systems

Comparing Total Cost of Ownership



Frequently Asked Questions

- 1 Can you describe Nile pricing structure?**

The subscription includes the networking infrastructure, software, security capabilities, and ongoing operations required to run the environment. Some elements, such as initial design, deployment, or site preparation, may involve one-time charges.

This model provides predictable costs while eliminating the complexity of purchasing, operating, and maintaining networking infrastructure separately.
- 2 Do customers need to purchase hardware?**

No. Nile's Zero Trust Fabric Hardware, including switches, access points, sensors, and gateways, is delivered as part of the Nile Access Service subscription. Customers do not need to purchase or manage networking hardware separately.
- 3 Does Nile offer multi-year contracts?**

Yes. Nile typically offers multi-year service agreements, commonly ranging from 3, 5, 7, or even 10 years. These longer terms provide cost predictability and allow organizations to plan their networking investments with greater financial certainty in today's volatile situation.

4 What factors influence Nile pricing?

Nile pricing is influenced by the characteristics of each site. Buildings vary in size, layout, and user density, which directly affect connectivity, coverage, and performance requirements.

For example, environments such as offices, hospitals, warehouses, or classrooms may require different infrastructure designs to deliver consistent performance. Nile factors these variables into the service design and pricing to ensure the network consistently meets its performance commitments.

5 How does Nile's financially backed SLA guarantee work?

Nile is the first and only provider in the industry to offer financially backed guarantees on network performance, delivering peace of mind to customers.

Unlike traditional networking vendors or MSPs that typically offer response-time SLAs (how quickly they respond to issues), Nile guarantees the actual performance of the network itself 24x7.

The Nile Access Service continuously measures service health, including availability, coverage, and capacity, using built-in telemetry, dedicated sensors, and virtual client testing that simulate real user activity across the environment. If the Nile Access Service does not meet its 99.95% availability commitment, customers receive monthly service credits applied to future billing.

6 Does Nile provide budgetary estimates?

Yes. Nile can provide budgetary estimates based on site characteristics and service requirements.

For more accurate pricing, Nile and its partners typically conduct a site survey to evaluate coverage, density, and performance requirements. This process helps ensure deterministic performance and supports Nile's service commitments.

7 Is Nile significantly more expensive than Cisco or HPE boxes?

Traditional networking vendors such as Cisco or HPE typically sell technology only, requiring organizations to purchase hardware, software licenses, and security tools while designing, deploying, operating, and maintaining the network themselves.

Nile delivers both the technology and the operations required to run it. Infrastructure, security capabilities, upgrades, and ongoing management are included as part of the service.

When organizations evaluate both capital costs and operational costs over the lifecycle, many customers experience 30–50% lower total cost of ownership with Nile, along with more predictable spending.

8 Does Nile offer pricing for global deployments?

Yes, Nile currently operates in more than 30 countries and can deploy and operate sites globally working alongside local partners.

Because Nile can streamline operations globally regardless of location, it can drive significant reduction in complexity. A standardized global operating model, with end-to-end visibility helps scale the impact of IT and lowers security risks significantly.

9 Does Nile pricing include software upgrades and change management?

Yes, Nile's autonomous operations include upgrades, patching and change management working in conjunction with the respective IT teams globally.

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