

Pricing Packages

Basic

\$17

monthly per user

Minimal support and training

min. 50 users

Essentials

\$14

monthly per user

Hands on support and planning for your software implementation

min. 120 users

Premium

\$12

monthly per user

Focus on successful implementation and capitalization on investment

min. 250 users

Enterprise

\$10

monthly per user

End to end implementation support for your digital transformation journey

min. 400 users

PRO

Enterprise

\$8

monthly per user

Built for technically advanced companies looking for a private cloud install and top-tier support

min. 1,000 users

VIP

Enterprise

\$6

monthly per user

min. 2,500 users

HOSTING OPTIONS						
Cloud	✓	✓	✓	✓	✓	✓
OnPrem (Local Hosting)	-	✓	✓	✓	✓	✓
CloudPrem (Private Cloud)	-	-	-	-	✓	✓

SITE SETUP*						
Customized Logo and Colors	✓	✓	✓	✓	✓	✓
Tool and Part Import Credits	1	1	1	2	3	4
Bulk User Creation Credits	1	1	3	3	4	5
Single Sign-on (SSO) Setup Consultation	-	1 hour	1 hour	2 hours	2 hours	4 hours
API Support Consultation	-	1 hour	1 hour	1 hour	2 hours	4 hours

PROFESSIONAL SERVICES*						
One-time Professional Services Credit	-	\$1,000	\$2,000	\$3,000	\$5,000	\$10,000
Tech Writing Best Practices Consultation	-	1	1	2	3	4

ONBOARDING & IMPLEMENTATION						
Onboarding and Implementation Package	Basic	Premium	Premium	Enterprise	Enterprise	Enterprise
Documentation and Training Content Evaluation	-	1	1	1	2	2

SUPPORT & TRAINING						
Basic Email Support	✓	✓	✓	✓	✓	✓
Phone and Email Support	8a-5p PST	8a-5p PST	8a-5p PST	6a-6p PST	6a-6p PST	6a-6p PST
24/7 Phone Support	-	-	-	-	Add-on	Add-on
Dedicated Customer Success Manager	✓	✓	✓	✓	✓	✓
Additional Virtual Training <i>(onboarding is separate)</i>	7 hours	12 hours	20 hours	25 hours	35 hours	50 hours

OPTIONAL ADD-ONS						
Unlimited Content License <i>(per user, per year)</i>	\$40	\$33	\$28	\$25	\$20	\$14
On-site Documentation Evaluation	-	-	-	\$4,000	\$4,000	\$4,000

*Service credits expire after the first twelve (12) months of service.
Additional discounted user lots available, contact your account representative to learn more.

ALL PLANS INCLUDE ACCESS TO OUR FULL FEATURE SUITE



Knowledge Management

- ✓ Multimedia work instructions
- ✓ Digital forms
- ✓ Training modules
- ✓ Teams and privacy controls
- ✓ ISO compliant version control
- ✓ Custom approval workflows
- ✓ Built-in search



Continuous Improvement

- ✓ Internal forum (Answers)
- ✓ Guide comments
- ✓ Notifications
- ✓ Site announcements



Platform

- ✓ Mobile apps (iOS and Android)
- ✓ IP whitelisting
- ✓ Single sign on (SSO)
- ✓ API access
- ✓ Multi language (100+ languages)
- ✓ Cycle time tracking
- ✓ Reporting
- ✓ Live dashboards