Appian

Effective 20 July 2020

Appian Cloud

CROWN COMMERCIAL SERVICE **G-CLOUD 12**

PRICE LIST

Appian Cloud Pricing (all lots – cloud hosting, cloud software, and cloud support)

Appian Cloud service is a hosted, cloud-based Software as a Service (SaaS) which inherently includes all components of the three lots available on the United Kingdom's (UK's) Crown Commercial Service Digital Marketplace under the proposed G-Cloud 12 framework agreement and call-off contract: **Lot 1 – Cloud Hosting**; **Lot 2 – Cloud Software**; and **Lot 3 – Cloud Support**.

Therefore, as all of the above elements are included in the Appian Cloud service proposed for the G-Cloud 12 agreement, we have created this single, all-inclusive "*Price List*." This document is attached to each Appian service lot application but is identical across all three lots.

LOT 1 – CLOUD HOSTING COSTS

Appian Cloud is purchased on a subscription basis and includes hosting of the Appian software platform and customer-specific process-automation applications as part of the software costs. Please see the "*Lot 2 – Cloud Software Costs*" section below for pricing details. Also, for a description of what is included with Appian Cloud hosting, please see our "*Service Definition Document*."

LOT 2 – CLOUD SOFTWARE COSTS

Appian Cloud is sold as one complete, fully integrated solution. Each licensed user is granted full and complete access to all integrated components of the Appian Low-Code Automation Platform™ software which underpins the Appian low-code cloud offering.

Appian Cloud Software License and Pricing Strategy

Appian's licensing strategy is designed to offer clients a simple, easy-to-use, powerful licensing vehicle for the Appian platform. We offer licensing models that allow clients to scale usage and costs as they derive value from specific applications and the platform. In line with the licensing model, our pricing structure is also designed to facilitate starting with a specific application and growing the user base as functionality is deployed across the organisation.

License and Pricing Model

The Appian platform is offered as a unitary license. We do not separately price components. The rationale for this approach is rooted in how the product is architected. Unlike the competition, Appian is a unified platform, a single product, fully integrated, natively built as an enterprise low-code development platform in which all elements are in the one product, out of the box.

Since the platform is also a collaboration environment where developers, designers, and end users collaborate during the development phase of a project, we do not distinguish between users. Anyone with a license has access to all elements of the product. That is one of the big advantages of our low-code, easy to use, intuitive development environment.

The license grants the individual access to all features and components of the Appian platform including:

- Process Modelling and Orchestration Engine
- Rules Engine
- Records and Reports
- User Interface and Forms Management
- Content/Document Management
- Business Activity Monitoring (BAM) Reports and Dashboards
- Security and Identity Management
- Integration Management
- Collaboration Platform
- Automatic Creation of Native Mobile/Tablet Version of Your Application ("App")
- Quick Apps (Applications)
- Dynamic Case Management

A key differentiator of our licensing model is that we do not limit the number of transactions, processes, or rules that can be executed on the license. Unlike other products, we do not meter traffic. The license allows the user to run on an unlimited number of CPUs (central processing units), regardless of whether they are used in development, staging, testing, or production—though there may be additional hardware costs if the customer requires more memory or storage.

Subscription License

All licenses are subscription based. We do not offer perpetual licenses. The subscription license provides that the customer pays a monthly fee to access the software. The monthly fee includes "Standard" maintenance and support, Appian Cloud instances, and operational support for the Appian platform (including quarterly upgrades). This means the client does not have to pay for new releases, versions, fixes, or patches. The subscription term must be at least 12 months and can be no more than 60 months.

License Types

Appian offers three user license types:

1. **An Enterprise User License** authorises the licensed individual to use the software for any purpose on any number of applications.

2. **An Application-Specific Frequent User License** authorises the licensed individual to use the software on one application as defined in the license grant. The Application User License will have three elements defined in the license grant:

   a) The definition of the application articulated in sufficient detail to identify processes or functions covered by the grant;
   b) The number of users licensed to use the software for the specified purpose; and
   c) The organisation, department, or division being licensed.

3. **An Application-Specific Infrequent User License.** An Infrequent User License authorises the licensed individual to use the software on one application in the license grant up to four times per month, with any access extending from one day to another counting as access for each day. Each use granted authorises the licensed individual access to the application for a session up to one full calendar day and for multiple

log-ons within the same calendar day. Infrequent Users can be purchased in conjunction with a customer's new application or as additional users to a customer's existing single application connected to previously licensed Application-Specific Users or Enterprise-Specific Users. The application must have the required population of Application-Specific Users and/or Enterprise Users provisioned. The standard minimum purchase of Infrequent Users is 100 users.

4. **An Input-Only External User License** authorises the licensed external person to submit forms or requests to a single Appian application. The user must be *outside of the organisation of the application*. The user may not engage in approval processes, complete tasks, or use the Appian Software for any purpose other than form submission. Input-Only External Users can be purchased in conjunction with a customer's new application or as additional users to a customer's existing single application connected to previously licensed Application-Specific Users or Enterprise-Specific Users. The application must have the required population of Application-Specific Users and/or Enterprise Users provisioned. The standard minimum purchase of Input-Only External Users is 500 users.

Appian Solutions

Appian Solutions provide our customers with access to pre-built solutions to accelerate further time to value. All solutions are built on the underlying Appian platform, so can be easily adapted or extended.

1. **Appian Workforce Safety Solution**
2. **Appian CampusPass**
3. **A Contact Centre User License** authorises the licensed individual to use Appian's "Intelligent Contact Centre (ICC)" application for real-time customer service.

With user-based pricing, the unit cost per user declines as additional user licenses are purchased.

In addition, Appian also offers a **Flat Application License** option. This provides the option for customers to purchase a purpose-specific license. This licenses the customer to use the platform to deliver a defined capability in an agreed area (department/region, etc.). The Flat Application License may be used by such personnel for such purposes without respect to user counts. This ensures absolute cost certainty for the capabilities required.

APPIAN SOFTWARE LICENSE PRICING	
Description	Unit Fee
Appian Application-Specific Frequent User License (*see Note 1 below*)	Starting at £46 down to £18 (based on volume discount bands) per user, per month
Appian Application-Specific Infrequent User License (see	Starting at £14 down to £6 (based on volume discount bands) per user, per month
Appian Input-Only External User License	Starting at £14 down to £6 (based on volume discount bands) per user, per month
Appian Enterprise User License (*see Note 1 below*)	Starting at £139 down to £35 (based on volume discount bands) per user, per month
One-off Setup Fee (Appian Cloud environment)	£3,850 (one-off cost per application/environment)

NOTES

1) The minimum purchase is for 100 Standard or Application-Specific licenses.

2) Annual maintenance is included in the above monthly fee for the Appian Cloud hosted offering.

3) The first Appian Cloud license a customer purchases comes with three cloud instances included in the license price. The initial configuration for a new Appian Cloud customer is: Appian will provide one (1) production instance of the cloud offering, with a maximum resource allocation of 30 gigabytes (GB) of memory; 4 virtual cores; 200 GB of storage, (size xLarge above) or equivalent, and two (2) non-production instances of the cloud offering each with a maximum resource allocation of 15 GB of memory, 2 virtual cores, 75 GB of storage, (Size Large above) or equivalent. Customers can choose the location of their instances from the ones listed here: http://status.appiancloud.com/.

4) Quarterly Appian platform upgrades (new software releases) are included, without disruption to the applications already built on the Appian platform (due to Appian's low-code capabilities).

5) The customer may contract for an initial one- or two-year term, with the option to renew its subscription for up to two additional, successive, one-year increments as required in the G-Cloud 12 call-off contract.

6) The pricing detailed above is Appian's user-based pricing. However, should there be a requirement for a purpose-specific Flat Application subscription, Appian will be happy to discuss the customer's requirements in finer detail once user counts are determined/known.

LOT 3 – CLOUD SUPPORT COSTS

Appian Cloud includes **Standard** software support and maintenance (described in our "*Service Definition Document*") as part of the subscription service, as well as assistance to customers initially transitioning to a cloud-based environment. Please see the preceding "*Lot 2 – Cloud Software Costs*" section for Appian Cloud pricing.

Should 24x7x365 support be required, we optionally offer **Premier** Appian Cloud support and maintenance at additional cost. Either Appian point of contact included at the end of this price list will be pleased to provide information on this option upon request.

Our enhanced **Premier Plus** Support option provides all the benefits of Premier Support plus additional services and infrastructure for customers with large-scale Appian deployments, globally distributed teams, and advanced security compliance and audit requirements. It provides 24x5 support for all case priorities from any of our global support locations (Europe, United States, or Australia); Appian Cloud sites hosted in a dedicated Virtual Private Cloud (VPC); additional Appian Cloud infrastructure (larger non-production instance sizes and 500 GB of additional disk); and enhanced security compliance and audit services, including an annual, on-site audit and an annual custom information security questionnaire.

Appian Cloud Options (add-on capabilities at additional cost)

Premier Support (including High Availability [HA])

As described in our "*Service Definition Document*," above and beyond the standard 99.95-percent availability service-level agreement (SLA) provided with the Appian Cloud SaaS offering, we offer an Appian Cloud High-

Availability (HA) option, with the Recovery Point Objective (RPO) of 1 minute and Recovery Time Objective (RTO) of 15 minutes for customers with HA needs. Unscheduled outages are practically eliminated by running the Appian Cloud HA option with no single points of failure. HA is achieved through three production instances of the customer application.

Should an organisation desire the Appian Cloud HA option, either Appian point of contact included at the end of this price list will be pleased to provide further information and pricing upon request.

Over and above HA, the Appian Premier support option also provides the following:

- 24x7x365 support for Priority 1 and 2 issues
- Enhanced service-level agreement (SLA)
- Lead engineer
- Proactive guidance
- New release planning
- Bring Your Own Encryption Key (BYOK)
- Log streaming
- Enhanced data pipeline

Robotic Process Automation (RPA)

As described in our "*Service Definition Document*," Appian offers an integrated Robotic Process Automation (RPA) capability. This enables highly repetitive manual tasks to be automated and improves service delivery and efficiency.

Pricing for the Appian RPA option is £4,000 per month, with an unlimited number of bots per month and a minimum 12-month term (sold in conjunction with Appian's platform license and inclusive of Appian's Robotic Workforce Management (RWM) application to manage your RPA Bots.

Appian Consulting, Implementation, and Training Services

Appian Customer Success Services (Consulting and Implementation)

Appian's daily rates for all relevant Customer Success Services roles are detailed in the "*Skills Framework for the Information Age*" (SFIA) section that follows.

The Appian Customer Success organisation will work closely with each G-Cloud 12 customer to introduce the Appian platform into the organisation's business environment and, as needed, help the organisation transition to a cloud-based operating environment.

A description of our consulting and implementation services offerings, approach, and capabilities is included in our "*Service Definition Document*."

Appian's recommendations for Customer Success support are designed to assist in launching a customer's SaaS initiative, as well as to train and mentor staff to become application owners and implementers. Appian and our customers have had tremendous success using this application-development transition model, which combines core product training with mentorship and a phased transition of ownership. During the ownership transition period, Appian typically moves from a technical lead role to an upon-request/as-needed supporting posture.

Customer Success Packaged Services

APPIAN GUARANTEE

Appian Customer Success offers a fixed price for a focussed eight-week delivery of a new customer's first Appian application. The fee is £115,000 and is reflective of Appian's commitment to our customers to realize incredible productivity and impact with our software. The Appian Guarantee consists of:

- A focussed eight-week delivery period for your first application
- Project implementation and deployment best practice
- Full use of Appian standard features
- Clearly documented guidelines, to ensure successful delivery following an Agile delivery methodology

More information is available here https://www.appian.com/company/appian-guarantee/.

APPIAN ARCHITECT SERVICES

Architect Services equips clients and partners with the tools and resources they need to build optimal solutions. Each customer is assigned an Account Architect and has access to a team of additional Appian experts who guide the customer in five core areas:

1) **Architecture Planning:** Assistance to plan the customer's enterprise architecture with Appian.

2) **How to?:** Guidance on incorporating Appian's newest features and other technologies, such as artificial intelligence (AI), machine learning (ML), and RPA.

3) **Technical Practices:** Assistance to establish technical practices to ensure successful projects. These activities include setting up automated testing and deployment, managing concurrent development, and establishing development and user experience (UX) patterns and best practices.

4) **Developer Support:** Assistance with solution design, targeted application reviews, and on-demand development troubleshooting.

5) **Health Monitoring:** Assistance with the Appian Health Check and performance tuning to ensure applications are running optimally.

Architect services allow a customer to ask for assistance on as many matters as needed during the customer's subscription period; however, the service is available with two levels of service: one (1) concurrent request and three (3) concurrent requests. The fees per month are defined in the table below.

ARCHITECT SERVICES PACKAGE	PRICE
Tier 1: 1 Concurrent Request	£10,800
Tier 2: 3 Concurrent Requests	£18,000

Terms

- Minimum period of performance is six-months (with auto-renewal).
- Includes an assigned Account Architect focused on the customer's success. Account Architect serves as the primary contact, ensures high quality work for the account, and runs the weekly planning meeting.

- Includes weekly planning meetings and up to one onsite visit per year.
- Services are provided remotely from Appian offices.
- Services are associated with a defined list of projects for a single account.

For more information on Appian Architect Services at https://www.appian.com/customer-success/services/expert-guidance/.

Skills Framework for the Information Age (SFIA) Rate Card and Definitions

Standard Rate Card

	Strategy and Architecture	Business Change	Solution Development and Implementation	Service Management	Procurement and Management Support	Client Interface
1 – FOLLOW	£1,440/day	£1,440/day	£1,440/day	£1,440/day	£1,440/day	£1,440/day
2 – ASSIST	£1,500/day	£1,500/day	£1,500/day	£1,500/day	£1,500/day	£1,500/day
3 – APPLY	£1,552/day	£1,552/day	£1,552/day	£1,552/day	£1,552/day	£1,552/day
4 – ENABLE	£1,552/day	£1,552/day	£1,552/day	£1,552/day	£1,552/day	£1,552/day
5 – ENSURE/ADVISE	£1,920/day	£1,920/day	£1,920/day	£1,920/day	£1,920/day	£1,920/day
6 – INITIATE/INFLUENCE	£1,920/day	£1,920/day	£1,920/day	£1,920/day	£1,920/day	£1,920/day
7 – SET STRATEGY/INSPIRE	£1,920/day	£1,700/day	£1,920/day	£1,920/day	£1,920/day	£1,920/day

Standards for Consultancy Day Rate Card

- **Consultant's Working Day:** Eight (8) hours, exclusive of travel and lunch
- **Working Week:** Monday through Friday, excluding national holidays
- **Office Hours:** 09:00 to 17:00, Monday to Friday
- **Travel, Mileage, and Subsistence:** Included in the day rates within M25; payable at the department's standard travel-and-subsistence (T&S) rates outside M25
- **Professional Indemnity Insurance:** Included in the above day rates

APPIAN POINTS OF CONTACT

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Please visit Appian on the web for further information on our software, services, company, and customers: http://www.appian.com.