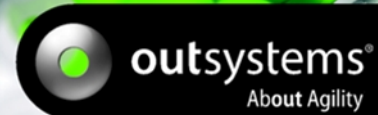


OutSystems Agile Platform

Features and Editions



The Agile Platform™ is a complete web application management and development environment that allows you to build and change enterprise web and mobile apps faster, on a standard .Net or Java architecture, without locking you into proprietary technology. This datasheet explains all the differences between the editions of the Agile Platform™ and helps you choose the one that best fits your scenario.

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Agile Platform Editions

	Community Free for evaluation and personal use	Enterprise For midsize to large companies
servicestudio (for application development)	✓	✓
integrationstudio (for application integration)	✓	✓
servicecenter (for lifecycle management)	Limited	✓
Application Complexity	Limited	Unlimited
Production Environments	1 Desktop Server	Unlimited Servers
Development Environments	-	Unlimited
Advanced Deployment	-	✓
No lock-in	-	✓
IT Team Management	-	✓
High Scalability	-	✓
High Performance	-	✓
Zero Downtime	-	✓
Technical Support	Community Forums	8x5 or 24x7 (phone and email)

Agile Platform Features per Edition

Application Integration

	Community	Enterprise
Integration Studio™	✓	✓
Automated Creation of Integration Components	✓	✓
Built-In Support for Web Services	✓	✓
Custom Code Extensions	✓	✓
Integration Components Repository	✓	✓
Microsoft SQL Server Integration Services	✓	✓
Oracle Database Integration Services	✓	✓
SAP Integration Services	✓	✓

Integration Studio™

Integration Studio™ is a desktop environment for developers to quickly create custom components to integrate external applications and databases. Integration Studio™ includes wizards to automate the integration of databases, library APIs and popular third party applications such as SAP. It works with Microsoft Visual Studio and Eclipse to assist in the creation of custom integration adapters. Integration adapters are published with 1-click and then reused many times in different web business applications.

Automated Creation of Integration Components

Integration Studio™ includes wizards that combine discovery and code generation technology to automatically create integration components for SAP, SQL Server and Oracle Databases, and .Net assemblies.

Built-In Support for Web Services

Simply type the WSDL address of an existing Web Service and the Agile Platform™ will automatically read the service's description and transform its methods and data structures into visual building blocks which you can use to build your applications. Also, any business logic that you create with the Agile Platform™ can be easily wrapped as a web service and made available to other applications - without any additional programming. The Agile Platform™ will generate, deploy and publish a new standard web service for you.

Custom Code Extensions

Integration Studio™ works back-to-back with Microsoft Visual Studio and Eclipse to include .NET or Java code to build custom integration components. Once deployed, these custom components become available as new visual building-blocks you can use to build your applications.

Integration Components Repository

If you wish to share specific elements of your applications to be used in the development of other applications, you simply need to mark them as shared services. 1-Click Publishing will catalog and make them available to other developers who can then use them to visually assemble new applications. It will also automatically generate the proxies that are needed in the applications to consume those shared services.

Microsoft SQL Server Integration Services

Wizard-based discovery and introspection of existing SQL Server database tables to make them available to use in your new applications. You can then combine local and external data sources using visual models without requiring complex integration projects, with out-of-the-box access optimizations, and performance and health monitoring.

Oracle Database Integration Services

Wizard-based discovery and introspection of existing Oracle database tables to make them available to use in your new applications. You can then combine local and external data sources using visual models without requiring complex integration projects, with out-of-the-box access optimizations, and performance and health monitoring.

SAP Integration Services

Create your own integration adapters to retrieve and submit data to SAP. You follow a simple and intuitive wizard that guides you through the process of discovering and identifying the SAP BAPIs you need for your application. Integration Studio™ automatically generates the source code that connects to SAP, maps APIs and data types, and makes them available to reuse as visual building blocks in your applications.

Application Development

	Community	Enterprise
Service Studio™	✓	✓
Visual Application Development	✓	✓
Visual Mobile Application Development	✓	✓
Embedded Tutorials	✓	✓
TrueChange™ Engine	✓	✓
AJAX Support for Rich Internet Applications	✓	✓
IntelliWarp™	✓	✓
Email Designer	✓	✓
Automatic Documentation	✓	✓
Visual Debugger	✓	✓
Server-Based Developer Sandboxes	✓	✓
Collaboration and Continuous Integration	✓	✓
Multilingual Application	✓	✓
SMS based Interaction	✓	✓
Development Capacity and Complexity	Up to 30 000 Software Units	Up to Unlimited Software Units

Service Studio™

Service Studio™ is a desktop environment targeted at business-minded developers to rapidly assemble and change web business applications using visual models. The tool enables the modeling of Web 2.0 User Interfaces, Business Logic, Relational Databases, Integration Components, Web Services, Security Rules, Scheduling activities and Business Processes.

Visual Application Development

With Service Studio™ developers assemble all the components necessary to completely define a web or mobile business application, without writing any code. You can create interaction flows, business logic, web services and batch processes by simply creating a visual diagram and lay out every web page of your application with an easy to use WYSIWYG editor. Furthermore you can easily configure your schedulers or web services in a web console without needing to resort to any configuration text files.

Visual Mobile Application Development

The Agile Platform™ automates and simplifies the development of mobile applications for a range of devices including iPhone, Android and Windows Phone 7. Powered by IntelliWarp™ and TrueChange™ technology, the Agile Platform™ makes it easy for all developers to build and deliver rich mobile web applications with the power and speed inherent to the Agile Platform.

Embedded Tutorials

New hires need to get up-to-speed with the technology before they can start being productive and add value to your team. This can be a long and frustrating process for both the new hire and the team but not with the Agile Platform™. To make this process fast and more fun, the Agile Platform™ includes tutorials embedded in Service Studio™. These tutorials give newcomers a hands-on learning experience with the platform, by guiding them to build sample applications right inside of Service Studio™. After each tutorial, you get a ready to publish application that you can deploy and test on your own. To make things even more fun, the tutorials infrastructure was built around the same concepts used in the gaming world to explain game mechanics.

TrueChange™ Engine

Service Studio™ embeds a full-reference checking and self-healing engine (TrueChange™) that assures error-free and robust change across all application components, including business processes. Whenever you modify any artifact of your application or processes - either at the business process, the user interface, the business logic, the data model, or the access control rules levels - the TrueChange™ engine will check the consistency of all dependent services, business processes and applications. It will safely rebuild the sections of your application and business processes that can be automatically inferred and issue recommendations on what might still need changes, thereby preventing inconsistencies and improving performance. The TrueChange™ works on the fly, taking advantage of Service Studio™ user's desktop processing power to optimize reference checking and self-healing capabilities in real-time for more and faster development.

AJAX Support for Rich Internet Applications

Service Studio™ includes a Web 2.0 Style Guide which contains a large set of rich-web usability patterns. These patterns will improve the end-user experience of your applications at no extra implementation cost. You just need to drag & drop the patterns you wish into your user interfaces, without having to dive into the technical details of JavaScript programming, asynchronous HTTP requests and XML manipulation that is typically found in AJAX and other Rich Internet Application frameworks. User input validations are also fully integrated with the AJAX-based capabilities, allowing you to design highly interactive and usable forms.

IntelliWarp™

The IntelliWarp™ technology speeds up the delivery of web and mobile web applications to 'warp' speed. In a matter of hours, application development teams can build a complete working application without writing any code. This context-aware, pattern-based technology allows developers to deliver high quality solutions with unprecedented speed. It enables you, as an example, to drag & drop your Excel file into Service Studio™ and see it translated into database entities and actions ready to use. You can also easily drag & drop an entity into a Web Flow in order to quickly create a list, edit or show screen. Note that you keep fine control over what was made and you easily change it to better adapt to your specific requirement using our visual application development toolset.

Email Designer

Service Studio™ has visual components to send emails making it easy to build collaborative business applications, which include the right blend of web-browser navigation and 'smart' email notifications. With the Email Designer, you can create 'smart' email content the same way you create a web page or form, re-using business logic, data and integration components to provide email recipients rich information. Similarly, you can trigger email notifications from within your application or business process. Email designs are tested to work across a wide variety of email readers, like Outlook and Gmail.

Automatic Documentation

Produce documentation for your application models automatically. Generate up-to-date technical documentation for your application, including its complete architecture and APIs. This is a critical piece for change planning and knowledge transfer. The generated documentation includes high-level diagrams to give you a bird's eye view of your application - a data model diagram, a references diagram, and a processes diagram - and provides detailed information about all the main elements of your application. Armed with this report, along with the visual code in Service Studio™, new developers can get up-to-speed in no time on the details of your application. Since this documentation is generated on the fly you don't need to worry about outdated documentation. Everything is built on-demand, using the latest version of your application.

Visual Debugger

Service Studio™ includes a Visual Debugger that allows you to follow the step-by-step execution of your application. The Visual Debugger allows you to easily understand the business logic of the application as it executes, helping you pinpoint and correct any errors. You can even do it across the internet or in a production environment, without interfering with the users of your application. In multi-developer environments, where several developers are working on the same application, the collaborative debugging functionality provides each developer with a personal server-based sand-box where they can debug their own changes without interfering with other teammates' work. This allows for multiple and independent debugging sessions of the same application to occur simultaneously. Furthermore you can test the queries you design even before you have finished the surrounding business logic. All you need to do is specify any input parameters and press the "Test" button to immediately know if you wrote the correct query.

Server-Based Developer Sandboxes

In multi-developer environments, each developer has a personal server-based sandbox to test his work before publishing it to the centralized version repository that contains the contributions of all other development team members. This sandbox can be rolled back to any previous application version, allowing you to test that older application without interfering with the work of others and without the application being accessed by end-users.

Collaboration and Continuous Integration

When you decide to publish your own version of an application, you may be notified about changes made by others and service dependencies that are no longer up-to-date. Using Service Studio™ visual diff & merge tool, you can quickly combine every developer's changes making vertical integration easy. This functionality is based on the platform's version control service, where information about every change is gathered directly from the central version control repository.

Multilingual Application

Service Studio™ automatically identifies all your application's translatable resources, and allows you to upload multiple resource files with different translations. These are then used at runtime to present data and content in multiple languages to your end-users. You can develop your entire application in one language, and then generate and extract each text element for translation. You can also specify which text resources are to be translated and which are not (i.e. those belonging to the application's internal logic), or choose the language used in the development environment, to simplify knowledge transfer between multinational teams. In a simple graphical user interface you can add, edit, filter, import and export your application resources, including export and import of translations as Excel files for easier handling.

SMS based Interaction

Your application can base part or all of its user interaction on SMS messages. You can design in Service Studio™ all message recognition patterns together with the supporting interaction flows, business logic, data model and scheduling activities as for any web based application.

Development Capacity and Complexity

Each Edition of the Agile Platform™ has a different limit in terms of Development Capacity and Complexity. In the Agile Platform™ this is represented by Software Units (SUs) which is a measure of application size similar to Function Points (FPs) or Source Lines of Code (SLOC). SUs are computed on the number of pages, forms, database tables, procedures, etc. As an example, 100,000 Software Units are roughly equivalent to 80 database tables and 200 pages.

Business Process Technology

	Community	Enterprise
Visual Process Design	✓	✓
Business Process Execution Platform	✓	✓
TrueChange™ for Business Processes	✓	✓
Embedded Process Automation™ (EPA)	✓	✓
Process Traceability	✓	✓
Business Activity Monitoring	✓	✓
Process Platform API		✓
Massive Parallel Process Execution		✓

Visual Process Design

Service Studio™ now includes visual business processes design which you'll use whenever a process-centric development approach is required. From enterprise-wide workflows to complex back-office operations, you will center your application development efforts on business process design and modeling, continuously gluing the process with the user interface and data. Our approach brings into Service Studio™ a straightforward process modeling and execution notation that directly bridges the gap between the application's architecture and the business process execution requirements.

Business Process Execution Platform

Once you've designed your business process using Service Studio™ you're ready to deploy it using 1-Click Publish. Once deployed, business process models are executed within the application context. Process activity execution is triggered from user interaction, e-mail notifications, data update events, external systems events, or APIs, without requiring additional process execution technology or servers.

TrueChange™ for Business Processes

The TrueChange™ engine includes an impact analysis capability which collects existing process runtime activity and alerts about potential conflicting changes applied to the business process design. Existing processes are automatically upgraded, reviewed or suspended as changes are confidently applied to your running process models. As with all other building blocks of application development, TrueChange™ supports automated dependency checking and self-healing whenever process changes affect other aspects of your applications, or adapts the process when data elements or user interface definitions change.

Embedded Process Automation™ (EPA)

The Embedded Process Automation™ technology is an out-of-the-box built-in mechanism that drives application end-users throughout the completion of pending activities, as defined in the business process model. It's an interactive solution that automatically displays in the user's web browser all pending activities in a floating inbox. Each item includes instructions and a follow-up link that will lead the user to the exact screen where the activity can be completed. EPA directs the user and radically simplifies the process of changing and adapting user interfaces according to new workflow definitions, dramatically reduces the need for end-user training and documentation, and eliminates errors and delays increasing operational efficiency.

Process Traceability

Every time a user interacts with an application, the Agile Platform™ collects info on every executed activity so that you can trace history of an item from process initiation to termination. Service Center™ includes tools to monitor process activity and process status making it easy and familiar to understand exactly what's happening with your processes.

Business Activity Monitoring

The Agile Platform™ includes a set of powerful business activity reports and dashboards so you can review process performance, trends, service level agreement fulfillment, team workload and more to help you keep an eye on your organization's processes performance. And if you need the reports to speak your own business language, you can easily modify and extend them using the Process Platform API feature and taking full advantage of all application data and business rules.

Process Platform API

For complex configuration and operation scenarios where you need to tap into the Business Process Technology, the Agile Platform™ offers a comprehensive set of APIs. You can extend the default Business Activity Monitoring reports and dashboards, create a custom inbox of activities for your users, and in general customize any aspect of the runtime business process engine.

Massive Parallel Process Execution

Allows you to run as many business process instances as you need for a given application, providing top performance in environments that rely heavily on intensive event-driven processing scenarios, such as batch initiation of activities, bulk custom e-mail notifications, or enterprise-wide escalation rules processing.

Application Deployment

	Community	Enterprise
1-Click Publishing	✓	✓
Code Generation and Optimization	✓	✓
Encryption (HTTPS/SSL)	✓	✓
SEO Friendly URLs	✓	✓
Email Dispatcher	✓	✓
Windows Integrated Authentication	✓	✓
Active Directory Authentication	✓	✓
Bulk Asynchronous Logging	✓	✓
Server Side Caching	✓	✓
Microsoft Windows and .NET support	✓	✓
Linux and JAVA support (only On Premise)		✓
Parallel Batch Processing		✓
High-Availability and Horizontal Scalability		✓
Distributed Session Management		✓
Managed Network Zone Deployment		✓
Zero-Downtime Deployment and Rollback		✓
Multiple Database Catalogs and Schemas		✓
Disaster Recovery Environment		✓

1-Click Publishing

1-Click Publishing is a fully automated mechanism that translates all your applications and components into standard .Net or Java, and deploys them onto standard application servers, in minutes. 1-Click Publishing takes care of consistency checking, component cataloguing, version control, code generation and optimization, and distributed deployment in farm environments.

Code Generation and Optimization

The Agile Platform™ code generator optimizes every building block in your application. This includes query optimization (complexity, number of retrieved rows, indexes), page size, session state size, and caching. You don't need to worry about developing sophisticated design patterns into your applications and then tune them on a case-by-case - the code generator will automatically do that for you.

Encryption (HTTPS/SSL)

If certain pages or web services in your application require data encryption (SSL with or without client certificates), simply set their properties. Your applications will run in a secure environment without programming and testing headaches.

SEO Friendly URLs

When the URLs of an application become too complex, they have impact on usability. In addition, this can lead to a lack of focus on main keywords resulting in your online business not performing well in search engine rankings. The Agile Platform™ helps you make your URLs friendlier and improve your page ranks by applying techniques for Search Engine Optimization (SEO). The rules to attain the ideal URL are configured at runtime in Service Center™.

Email Dispatcher

Need to send out batches of personalized or business-aware e-mail notifications, such as requests for approvals, or pending activity reminders? The Email Dispatcher takes care of preparing and sending each e-mail message as defined in the Email Designer, according to the specified business rules, at the specified schedule or upon the occurrence of a pre-defined business event. Every e-mail message sent is logged and its content optionally stored, and traceable in Service Center™, so that you can easily trace and monitor each user's activity triggered by each e-mail message.

Windows Integrated Authentication

If certain pages in your application require windows integrated authentication, simply set their properties. Your applications will run in a secure environment without programming and testing headaches.

Active Directory Authentication

Out-of-the-box integration with an Active Directory that can for instance, validate logins. Together with the single sign-on capabilities, it allows you to centralize the end-user's login information in your Active Directory.

Bulk Asynchronous Logging

The Agile Platform™ can take advantage of Message Queues to provide increased robustness and scalability using asynchronous logging. Additionally you can specify exactly which applications and which activity events are monitored to maximize the performance on very high-load environments.

Server Side Caching

In an application, there are often elements that return the same result over and over again. To avoid useless executions and have immediate response times, the Agile Platform™ allows the caching of results. This capability allows caching of user interface pages or page parts, queries, business logic, and web references.

Microsoft Windows and .NET support

All applications developed with the Agile Platform™ can be deployed as standard .NET. This means that you will always get a fully open, standard, and well-behaved implementation of your web business applications. In fact, the code that is generated by the Agile Platform™ only uses leading standards like ASP.NET, XML web services, cross-browser XHTML or HTML5, JavaScript, XML, and Web 2.0 technologies like AJAX. This ensures that your applications will interact well with other systems and stay in-line with your architectural guidelines.

Linux and Java support

All applications developed with the Agile Platform™ can be deployed as standard Java. This means that you will always get a fully open, standard, and well-behaved implementation of your web business applications. In fact, the code that is generated by the Agile Platform™ only uses leading standards like JSF, XML web services, cross-browser XHTML or HTML5, JavaScript, XML, and Web 2.0 technologies like AJAX. This ensures that your applications will interact well with other systems and stay in-line with your architectural guidelines.

Parallel Batch Processing

Allows you to run more than one batch process, providing extra flexibility in environments that rely heavily on extract, transform and load (ETL) patterns, data caching, consolidation processes, bulk campaigns or any other long lived batch processing patterns.

High-Availability and Horizontal Scalability

Designed with a strong focus on performance and scalability, the Agile Platform™ supports unlimited horizontal scalability with no additional development effort. Simply plug a new server into your execution environment and all your applications will be automatically deployed to the new server, to take advantage of its processing power to serve more users.

Distributed Session Management

Applications designed with the Agile Platform™ are always prepared for farm deployment with distributed sessions being managed under the cover with zero development effort.

Managed Network Zone Deployment

Front-end servers can be spread across various networks (Internet, Intranet, and Extranet) and you can define which applications are deployed to which cluster of front-end servers. For example, you can have your internal applications running on the internal network zone and your websites running on a DMZ.

Zero-Downtime Deployment and Rollback

1-Click Publishing supports the deployment of new application versions with zero downtime and no denial of service, even for high-load web business applications! In a farm environment, the deployment of applications automatically assures that all server nodes are updated simultaneously. Since your operations team doesn't have to do phased deployments by temporarily disabling some nodes and load balancing them, you will dramatically reduce deployment costs and staging errors. If the new version you just deployed has a bug or is not stable, you can rollback to one of the previous versions that are stored in the central version control database, with 1-click and zero downtime.

Multiple Database Catalogs and Schemas

Application design often requires data segregation up to the database level. This is usually required to enable stricter control of user access to critical or sensitive data, and to allow for more granular storage management and database maintenance plans. With the Agile Platform™ it is possible to bind an application to a specific database catalog or schema (depending on whether it Microsoft SQL Server or Oracle respectively). Then all is managed by the Agile Platform™, from setting up runtime user access permissions, to the production of the necessary scripts to support a DBA who needs to move data from one database to another.

Disaster Recovery Environment

You may choose to have one when running truly business critical applications. This environment replicates your core Production Environment and can work as a stand in replacement should anything happen to it.

Application Management & Operation

	Community	Enterprise
Configuration & Version Management	✓	✓
Performance Tracking & Troubleshooting	✓	✓
Live Analytics & Monitoring	✓	✓
Centralized Resource & Team Management		✓

Configuration & Version Management

All versions of your applications, components, and adapters are stored in a central repository, from the time they were first created - transparently whenever someone deploys an application. With Service Center™ you can navigate through versions, see when and who published them, and download or roll back to a previous version with a single click. Additionally you can manage in Service Center™ all your application's settings as well as all the configuration details of your batch processes.

Performance Tracking & Troubleshooting

All applications created with the Agile Platform™ are automatically enhanced with logging and monitoring probes that collect run-time information, without requiring any development effort. This information can then be used to trace and correct potential issues to ensure high-performance. All error events and exceptions generated by the system and your applications are centrally available in Service Center™: you can look up all their details to pin-point the root-causes and correct them. Logging information for the execution of queries, rendering of web pages, batch processes, integrations and web service requests is also stored centrally and used to proactively notify system administrators of specific elements whose execution is taking too long and need to be tuned to increase performance.

Live Analytics & Monitoring

Service Center™ collects a wealth of information on the runtime activity of all the applications created with the Agile Platform™, as well as information from the underlying infrastructure. This information is used to generate reports and statistics that provide vital information to operation and administration teams to effectively manage your installation. Whether you're analyzing the usage of an application, or your system's resource consumption, all information is available at the click of a button. Service Center™ also offers Real-Time Monitoring that allows you to check which tasks are being executed internally, and notifies you of any problem or service downtime that may be compromising your applications' execution. You can also interact directly with the queued batch processes to postpone some executions or change their scheduling periods if you need to reduce the load of your environment.

Centralized Resource & Team Management

Service Center™ gives you full flexibility to define and manage your Team's access control rules for your environments, applications, components and services. You can manage it all from a single centralized location to ensure your internal security policies and regulations are enforced. You can start by defining roles for each of your IT teams (like developers, operations or support) and configure the security settings and privileges they will have to create, change, access, publish or reference applications, components, adapters and services. You can then assign those roles to your IT users to provide them with the base security and accessibility rights, and further segregate security settings for each user to grant/revoke access rights to specific elements.

Change Management

	Community	Enterprise
Embedded Change Technology (ECT)	✓	✓

Embedded Change Technology (ECT)

Embedded Change Technology (ECT) is an automated collaboration mechanism that collects feedback directly from a running web application. ECT enables business users, testers, etc. to pinpoint an area in the running web application page and type a comment in a popup window. This comment plus the screen capture of the page is made available to project managers and developers for review, providing a rapid and unambiguous collaboration mechanism.

Exit Option

	Community	Enterprise
No lock-in (access your apps source code)		✓

No lock-in (access your apps source code)

The source code generated by the Agile Platform™ is standard .Net or Java and you will notice that all modules are open, readable, and well documented - just as if they were coded by hand. Your investment is always protected: if you ever decide to stop using the Agile Platform™ we give you access to all the source code of your applications, which you can then edit in Visual Studio or Eclipse.

Infrastructure and Support

	Community	Enterprise
Infrastructure		
Production Environment		Unlimited Nodes
Development Environments	1	Unlimited
Named Users	Unlimited	Starting at 100
Anonymous Users	Unlimited	Unlimited
Support & Update Services		
Agile Platform™ Updates	✓	✓
Technical Support	Community Forums	8 x 5, phone and email
Number of support cases		Unlimited
24 x 7 phone support		add-on

Environments

Environments are Agile Platform™ server instances for production and non-production utilization, such as: Production, Development, Quality Assurance, Testing, Training or other purposes. Environments can be used for production or non-production purposes according with their licensing. Each environment can have one or more nodes, depending if the Agile Platform™ is installed on a single node or over a farm of nodes for horizontal scalability.

Named Users

Minimum number of Named Users you can license for you Agile Platform™ installation. Named Users are users that are registered and can log in to and use an application to do their business.

Anonymous Users

Anonymous users are users that are an application but never login.

Agile Platform™ Updates

Access to Major and Minor Product Releases as well as Updates. Major versions bring with them radical improvements to the Agile Platform™, either from a significant increase in functionality, performance or ease of use. Access to major releases is included with all editions of the Agile Platform™, at least once a year. Moreover, OutSystems continually provides small product updates, including new functionalities and fixes which are distributed through the OutSystems Agile Network. By keeping your Agile Platform™ installation permanently up to date you can rest assured you will never run into any issues that have already been detected and fixed.

Technical Support

The level of support available differs per edition. As a customer of the Enterprise Edition you gain access to OutSystems Product Support through email or phone on an 8x5 schedule. As a Community Edition user, you are encouraged to always seek for community support using the forums in the OutSystems Agile Network.

Number of support cases

There are no limits on the number of support cases for the Enterprise Edition.

24 x 7 phone support

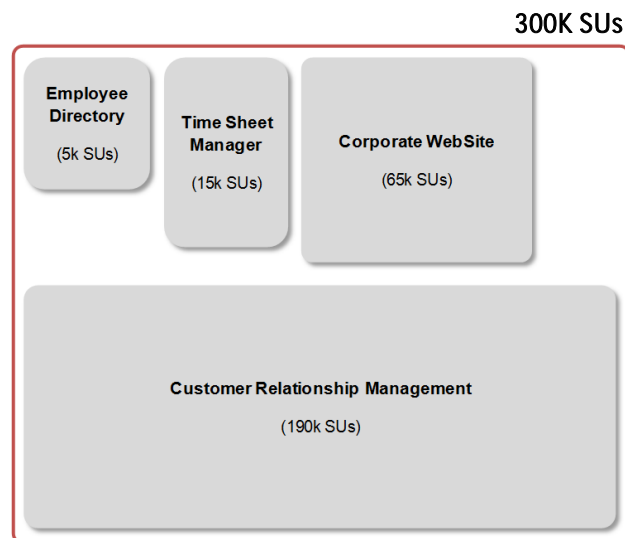
If you are running 24 x 7 business critical applications delivered using the Agile Platform™ we recommend 24 x 7 Phone Support. Customers with 24 x 7 Phone Support can contact the product support line at any time in the event of an urgent or critical problem. This level of support is an available option if you have the Enterprise edition of the Agile Platform™.

About Software Units

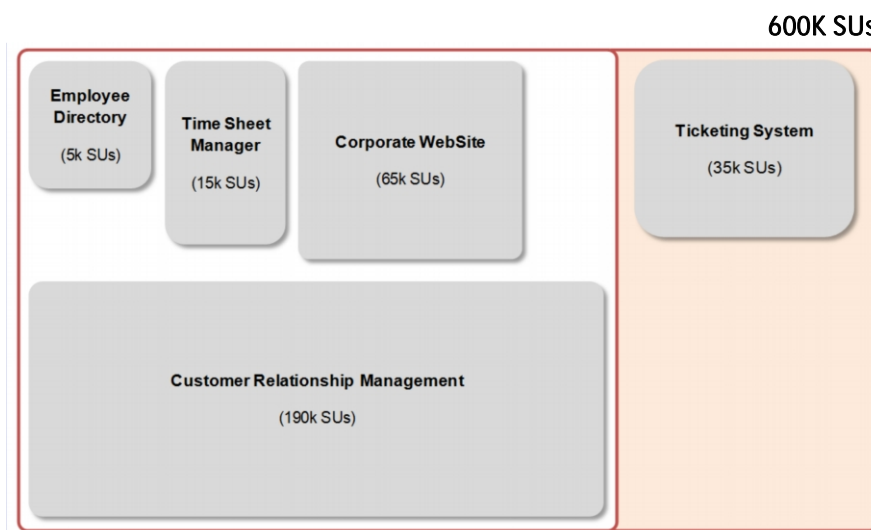
Different Editions of the Agile Platform™ support different application portfolio sizes. In the Agile Platform™ these are represented by Software Units (SUs) which is a measure of size similar to Function Points (FPs) or Source Lines of Code (SLOC). SUs are computed on the number of pages, forms, database tables, procedures, etc. For example 100,000 Software Units is roughly equivalent to 80 database tables and 200 pages.

Below are some examples of applications built using the Agile Platform™ and how many Software Units they consume:

- An **Employee Directory** to centrally manage all employee related information can take around **5.000 SUs**
- A **Time Sheet Manager** to manage the hourly allocation of the employees to the multiple projects in which they are involved takes around **15.000 SUs**
- A **Corporate Web Site** containing vast amounts of content and supporting some customer interaction processes may take an additional **65.000 SUs**
- A fully fledged **Customer Relationship Management** system to support customer management and sales processes usually takes around **190.000 SUs**



If you sum them all up it adds up to 275.000 SUs for the application portfolio which nearly occupies in full the 300.000 Software Units available in the Enterprise Edition 300 of the Agile Platform™. If you needed to create an additional application, for example a **Ticketing System** to manage support cases that takes around **35.000 SUs**, you'll need to expand your Agile Platform™'s capacity. You can do this by upgrading to the Enterprise Edition 600.

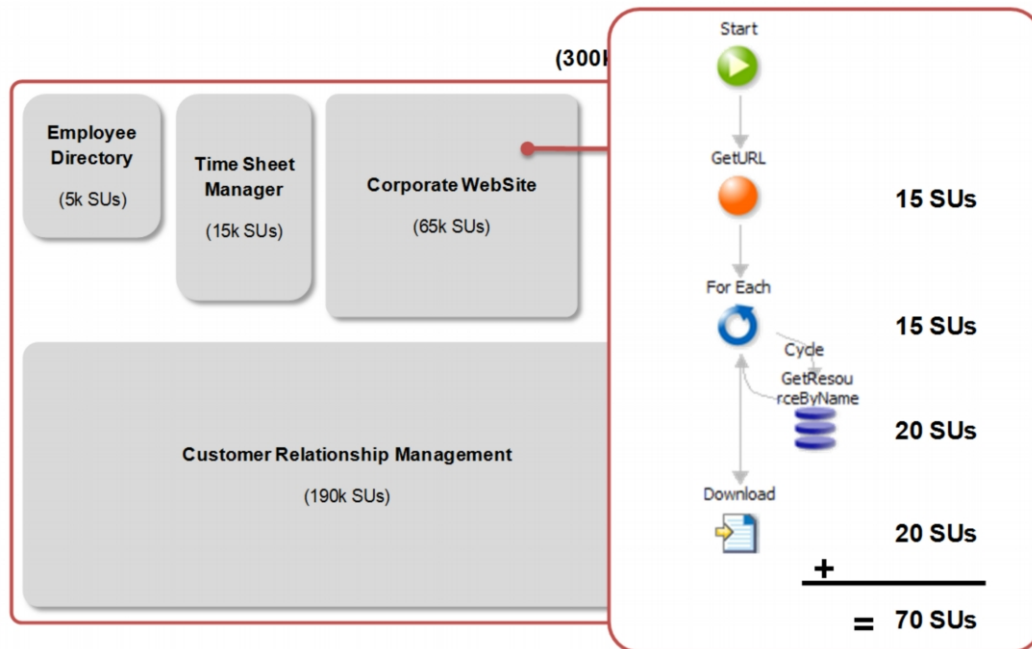


For some additional detail on how Software Units work, the key difference between Software Units and Function Points measurements is that Software Units express the application's complexity in the elements where the Agile Platform™ adds value by hiding such complexity from the developer.

The way SUs are computed is by counting all the interaction points (web screens, SMS messages, etc), function points (actions, timers, etc) and data elements present in your applications. The capacity used by each application is computed by counting each of its elements

with a defined number of SUs. The total used capacity for an OutSystems Agile Platform™ environment is the sum of the capacity used by each application.

Below you can find an example of counting software units for a simple flow and the number of SUs for each element.



The good thing is that you never really have to care about how SUs are calculated.

- When planning for a new project all you have to do is estimate your application using the **Agile Network Sizings**. It will provide you with a very good approximation to the total number of Software Units that will be needed
- To know exactly how many Software Units are being used in your installation or how much a particular application is occupying all you need to do is check the Licensing area in **Service Center™** of your Agile Platform™

About Named Users

Named Users are users that are registered and can log in to and use an application to do their business, regardless of whether or not they are using the software at any given time. For example, if you need a CRM application for your 100 customer reps, you will need 100 Named Users. Although this model is targeted at applications with user login you will still have some anonymous accesses (e.g., from users that reach your login page but never login). As such the Agile Platform™ allows unlimited anonymous user accesses.

Unlike other technologies, Named Users in the Agile Platform™ are priced in bands, meaning you can subscribe to an edition with up to 100, 500, 2000, 10000, or unlimited Named Users. Have this in mind when comparing the price per Named User with other technologies, since in the Agile Platform™ the price per user decreases dramatically as the number of users increase.

More Information

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