Price List (South Asia-USD)

(Revised March 6, 2017)

Note that this price list is subject to revision by WSO2 at any time. WSO2 offers services according to the current price list unless a different validity period is specified within the quotation for your project. Please note that while priced in US$ this price list is applicable to services purchased and consumed within Asia, excluding Japan, South Korea, China & Hong Kong, Singapore, and Sri Lanka. Outside this territory please request a global or regional price list.

Please contact WSO2 for a current quotation.

WSO2 Price List   Region: South Asia-USD

WSO2 Product Subscriptions		
WSO2 Production Instances		
(pre-prod instances at 1/4 of listed fees)	**Per year**	**Per hour**
WSO2 API Manager		
- All in one	$ 18,610	$ 2.56
- Developer Portal Profile	$ 18,610	$ 2.56
- Gateway Profile	$ 18,610	$ 2.56
- Key Manager Profile	$ 18,610	$ 2.56
- Analytics Profile	$ 1,780	$ 0.25
- Publisher Portal Profile	$ 1,780	$ 0.25
- Traffic Manager Profile	$ 1,780	$ 0.25
WSO2 Data Analytics Server	$ 27,920	$ 3.82
WSO2 Enterprise Integrator		
- Integration Profile (formerly ESB, DSS)	$ 18,610	$ 2.56
- Message Broker Profile	$ 18,610	$ 2.56
- Business Process Profile	$ 18,610	$ 2.56
- Analytics Profile	$ 1,780	$ 0.25
WSO2 Identity Server	$ 37,220	$ 5.09
WSO2 IoT Server	Per device/per month	
- Devices 100-499	$ 1.85	
- Devices 500-999	$ 1.67	
- Devices 1000-1999	$ 1.49	
- Devices 2000-4999	$ 1.30	
- Devices 5000+	Ask for Quote	
Apache Tomcat/CXF (formerly AS)	$ 9,310	$ 1.28
WSO2 MSF4J	$ 3,580	$ 0.49
WSO2 Governance Registry	$ 89,980	$ 12.33
Nginx Plus (third-party license terms apply)	$ 7,260	n/a
Legacy Products (renewing customers only)	**Per year**	
WSO2 App Manager	$ 18,610	
WSO2 Business Rules Server	$ 27,920	
WSO2 Dashboard Server	$ 18,610	
WSO2 Enterprise Store	$ 37,220	
WSO2 Cassandra Profile	$ 13,400	

Subscription Volume Savings	
5% off of product subscriptions over **$50K**	
10% off of product subscriptions over **$100K**	
15% off of product subscriptions over **$200K**	
20% off of product subscriptions over **$400K**	
25% off of product subscriptions over **$800K**	
Qualified educational institutions are eligible for additional savings; contact us for details.	

Managed Cloud Hosting	
Managed Cloud Hosting	20% Subscription fee ($ 60,000 annual min.)
Managed Cloud Hosting Lite	20% Subscription fee ($ 30,000 annual min.)

Development Support	
1 hour for each $ 1,000 of Subscription Fees	Included in Product Subscription
10 hours	$ 2,190
25 hours	$ 5,220
50 hours	$ 9,950
100 hours	$ 17,890
200 hours	$ 31,500

WSO2 Cloud Subscriptions (see http://wso2.com/cloud/pricing)		
Tier	**WSO2 API Cloud Monthly fee**	**WSO2 Integration Cloud Monthly fee**
Starter	$ 129	$ 129
Gaining Traction	$ 298	$ 298
Medium	$ 698	$ 698
Large	$ 2,980	$ 2,980
Extra Large	$ 9,980	$ 9,980
VPN Option	$ 498	

QuickStart	
- South Asia (excludes Japan, South Korea, China & Hong Kong, Singapore, Sri Lanka) - (For other regions please request the regional price list.)	$ 12,000

Architectural Support	
Quarterly Architecture Review	$ 24,000
API Hackathon-in-a-box	$ 17,000

Training	
Standard On-site Training (per day)	$ 1,500
Training Lab Assistant (per day)	$ 1,000
On-site Training Administration Fee (per instructor per engagement)	$ 1,750
Custom training preparation fees	ask for quote

Consultancy Services						
	Daily	Weekly	Monthly	3 Months	6 Months	12 Months
Platform Architect	$ 2,500	$ 10,000				
Technical Area Specialist	$ 1,750	$ 7,000	$ 22,500 onsite $ 17,500 offsite	$ 62,500 onsite	$ 115,000 onsite	$ 212,500 onsite
Product Specialist	$ 1,250	$ 5,000	$ 18,000 onsite $ 12,500 offsite	$ 50,000 onsite	$ 92,000 onsite	$ 170,000 onsite
Operational Specialist	$ 1,250	$ 5,000	$ 18,000 onsite $ 12,500 offsite			
Migration Support	$ 875	$ 3,500				
On-site Admin Fee	$ 1,750					

Engaging with WSO2

WSO2 services are designed to support your architectural and development processes, improve or augment your talent, and assist with operational matters throughout the entire lifecycle of their enterprise projects. From project inception to development to going into production, WSO2 is able to be your partner in achieving project success.

We offer three main tracks to cater to the different requirements and capabilities of our customers:

Straight to subscription

> Customers experienced with WSO2 or working with an experienced WSO2 partner may require little support from us during the development phase, and only upon deploying into production obtain a subscription to ensure the stability, rapid resolution of any production issues, and access to WSO2 Updates for the system.

Development assistance

> Customers with straightforward projects and relevant experience often achieve success with a modest amount of assistance from us. We help transfer skills, validate the architecture, answer any questions quickly during the development phase, and accelerate the process to project deployment. Such customers have proven successful beginning a QuickStart or Training, Development Support, and support on production and pre-production instances added to the subscription on a pro-rated basis.

Consultancy packages

> Customers with more complex projects spanning multiple WSO2 products, and with a business need to team up with WSO2 to guarantee a successful project in minimal time, often request consultancy services. We have found that crafting the right package, neither over-staffed nor under-staffed, leads most reliably to the realization of the business and technical goals. Our consultancy services are designed to work onsite with you to ensure your project is a success from the first day throughout its lifecycle.

The services comprising each of these tracks are detailed below. Please contact WSO2 today – we would be happy to help you choose an engagement model that will best support your success, and generate a solid proposal for your project!

WSO2 Subscriptions

A WSO2 subscription provides a comprehensive commercial package for WSO2's open source products, maximizing the value you get from the products. Each subscription includes:

1) A **production license** for WSO2 Updates delivered through the WSO2 Update Manager (WUM). Updates provide preventative maintenance by eliminating known issues before they impact your system. Subscribers also have access to confidential notifications of potential vulnerabilities and to pre-public releases of security updates.
2) 24x7x365 **Production Support**, providing reactive maintenance for any incidents affecting your production systems. We offer aggressive response and resolution times based on issue severity, and no limits on the number of tickets you can raise. Resolutions often include the creation and delivery of a new update.
3) 1 business day **Development Support** for general queries about product usage, development or migration advice, product tuning, or best practices. Development Support is limited by hours expended by WSO2 support staff in responding to the query.

Every annual subscription includes a level of Development Support proportional to the Production Support fees. Additional hours can be added to the account or you can purchase an initial package of Development Support.

Subscription fees are largely based on product runtime instance counts. Pre-production environment fees are 25% of the listed fees. Note that WSO2 Enterprise Mobility Manager is priced slightly differently - on an incremental volume per-device/per-month basis (price calculator available upon request.) Minimum purchase is for 100 devices for 12 months advance billing.

In auto-scaling environments, elastic instances constructed and destroyed dynamically are metered on an hourly basis, billed monthly.

We cannot practically support environments that mix supported and unsupported instances. We require that your subscription cover all instances in your production and pre-production environments, including passive instances. However there is no requirement that your subscription cover individual development instances such as used on developer machines – these qualify for Development Support but not the Production Support SLA.

We offer periods of up to three years purchased in advance to assist customers who require insulation from price increases. Such advance purchase may also attain a higher volume discount tier.

Please contact us for a copy of our Support Services Policy or a customized deployment design and instance count.

QuickStart Package

Jumpstarting an evaluation, proof of concept, or project is effectively accomplished through the QuickStart Package, which places two expert consultants at your site for a week of agile activity to get your team and your project efficiently off the ground. The scope of the QuickStart is carefully laid out in advance, encompassing goals such as:

- Increasing awareness of product capabilities
- Help defining the solution architecture
- Help defining the deployment architecture
- Help defining the implementation plan
- Preparing the project team to begin implementation
- Jointly develop prototype or proof-of-concept code for customer scenarios

The QuickStart package includes two WSO2 consultants expert in the pre-identified technical area, onsite at your location for a week (five consecutive days) of intensive work. To facilitate follow-up, with each QuickStart we include a subscription with 10 hours of Development Support.

Training

WSO2 offers a broad array of training and certification classes, applicable to all phases of your project lifecycle. Courses are modular and can be combined into a curriculum ideally suited to your level, needs, and project scope. Each class can accommodate up to 15 students.

Training Lab Assistants help ensure the lab work is efficiently completed and provides one-on-one attention to each student to ensure the training progresses on schedule. Assistants are required when:

- class sizes exceed 8 students,
- a training engagement exceeds 1 days, or
- the training topics span different product spaces such that two different trainers are required (in which case each trainer acts as the lab assistant for the other.)

A fixed on-site administrative fee (one time per instructor or lab assistant per engagement) covers all administrative and travel expenses. Please visit http://wso2.com/training for information on available training classes and a schedule for public training classes.

API Hackathon-in-a-box

Launching an API platform is just the start of the journey – it will only be as successful as its user community. Hackathons provide a great way to engage with this community, to inspire new ways to use the APIs, and have proven to be successful in accelerating and increasing adoption. WSO2 can work with you to hold a successful hackathon for your APIs by leveraging our expertise in organizing and executing technical events large and small.

It's a simple step-by-step approach and entails the following key elements:

- Providing a proven base agenda to customize to your needs and audience, keynoted with your pitch to the attendees about the scope and power of your API platform
- Providing marketing support prior to, during, and after the event
- Handling registrations
- Providing API experts for "walk-around" support during the hackathon
- Providing JIRA system for collecting issues and feature requests
- Organizing event conclusion activities – judging, awards, networking
- Review the event with you to extract actionable feedback

The API Hackathon-in-a-box is pre-configured as a single day-long (12 hour) event appealing to both internal and external audiences. Please ask our team for more information about what is included and how we can customize it to your goals.

WSO2 Managed Cloud

WSO2 Managed Cloud is an optional service in which WSO2 hosts and maintains WSO2 products for which the customer has purchased a production support subscription. Each system is installed and hosted on private, dedicated instances of Amazon Web Services (AWS), which can either provided by the customer, or acquired and billed through us.

WSO2 Managed Cloud fees are calculated as a surcharge based on subscription fees, and billed either monthly or annually.

The service includes:

- Hosting setup: set up of the corresponding AWS account, virtual machines and networking.
- Optimizing hosting setup to minimize resource consumption and scale the hardware to meet performance requirements.
- Product deployment: deployment of the purchased WSO2 products on AWS.
- Performance tuning and optimization of WSO2 software components.
- Product updates and maintenance: updates of the hosted WSO2 products to their latest version. WSO2 sends a note to the primary contact at least 10 days prior to the update with information on the update and the Scheduled Maintenance window.
- Regular backups: daily scheduled backups of all the servers under Managed Cloud.
- Monitoring: WSO2 personnel monitoring WSO2 Managed Cloud availability and taking actions if the servers become unavailable.
- Support: support account may be used for reporting incidents relating to hosting.

A "Lite" version of this service is available for environments that conform to the following limitations:

- The environment consists of 2-5 instances of a single WSO2 product deployed according to WSO2 best practices (no client-specific customizations.)
- A single staging environment will be provided.
- Limited to a single AWS region.

Setup of VPN or datacenter extensions charged separately.

Interested customers should verify they meet the prerequisites for Managed Cloud found at https://docs.wso2.com/display/ManagedCloud/Planning. The SLA for WSO2 Managed Cloud may be found at http://wso2.com/cloud/managed/sla.

Consultancy Services

WSO2 offers daily, weekly, and monthly consulting rates. WSO2 Consultants act effectively as a virtual team member on your project, contributing specific skill sets and breadth of experience:

Platform Architect: Architect with expertise spanning the WSO2 platform.

Technical Area Specialist: Advanced expertise across several WSO2 products within a technical area (e.g. integration, APIs, analytics, security.)

Product Specialist: Thorough expertise implementing solutions with an individual WSO2 product.

Operational Specialist: Expertise in deployment topics such as production hardening, implementing security, and monitoring (DevOps).

Please work with our sales and solution architecture teams to determine the optimum mix of consultants for your project.

All consulting rates include travel and expenses. For engagements of less than one month, there is a fixed on-site administrative fee (one time per consultant per engagement) that covers all administrative and travel expenses.

For projects that engage consultants for more than two months we have found a more systematic approach critical to a successful engagement. We recommend that such long-term engagements are paired with:

- A QuickStart
- Quarterly Architecture Reviews
- Go-Live Support during critical production milestones
- Subscription support throughout

Component	Duration	Description
Kickoff Quick-Start	5 days on-site	At project commencement, we recommend commencing the engagement with a week onsite to establish a solid shared vision and prepare the scope and project success. Our normal QuickStart package can be adapted to this purpose, as follows: **Architectural Workshop** (2 days): Part of our commitment to providing ongoing architectural support, we dedicate an experienced technical architecture owner and a lead consultant from WSO2 to the project. WSO2 architectural training and best practices are shared, and the project goals, requirements, technology, deployment environment, and development process are developed and confirmed over a 2-day on-site engagement. **Foundation Lab** (3 days): With the architecture and project re-

		quirements in place, we proceed with a Foundational Lab, preparing environments, systems, training on basic usage and configuration, development systems, process, and governance to prepare a solid foundation for the project development work.
Quarterly Review Package	2 days on-site per quarter	We provide a quarterly onsite review with a Platform Architect to iteratively adapt the architecture to accommodate changing requirements or issues and catch any problems before they take root.
Go-live Support	1 month on-site	We have found augmenting the consulting team with an Operational Specialist for at least 2 weeks prior and 2 weeks after the initial production go-live date provides a predictable and solid release.
Migration Support	On-site	In order to help you migrate to a new major version of a WSO2 product, which is beneficial to us as well as you, we offer short-term on-site consulting at a special rate.

Notes:
- Depending upon the nature of the engagement and other scheduling constraints, WSO2 may rotate personnel at minimum one-month intervals to better target expertise relevant to the various technologies and stages of the project.
- For complex projects, we recommend there be a qualified Project Manager dedicated to the project.
- A monthly consulting service consists of 20 consulting days.
- Naturally, we only offer consultancy services to customers committed to obtaining a Subscription for the successful deployment.

Custom Development and Open Source Sponsorship

WSO2 also offers Custom Development services, building configurations, extensions, connectors, or other features on top of the WSO2 platform. Please contact us for a consultation on project scope, timeline, and an estimate of cost.

For certain features that can be usefully committed back to an Open Source project and thus shared productively with other customers, we can offer a 50% Open Source discount. These discounts are only available if:

- the resulting work is going to be contributed back to the corresponding open source projects,
- the work is aligned to the project's roadmap and WSO2's priorities, and
- the work is generally applicable to the entire community and not to one customer.

Please contact us for details.

Frequently Asked Questions

Why did WSO2 merge Development Support and Production Support into a single offering?

Many users were confused about why separate support accounts were needed depending on the type of query, and maintaining separate renewal and expiration periods was complex. Opening a ticket in the wrong support account could delay resolution and impede continuity.

Thus we have merged our offerings into a single support channel and a single subscription term, with "Incidents" representing the severity-based SLA of our former Production Support and "Queries" representing general Development Support queries. In the course of merging we have bundled a generous amount of Query Support (formerly Development Support) into all our subscriptions at no additional charge.

Query Support, like Development Support, carries a maximum annual limit – but for customers that are heavy users of Query Support and reach the annual limit, we can increase the limit for that term for an additional fee.

I did not use up all the Development Support hours in my subscription. Can they be rolled over into the next term?

No. We provide a built-in limit that we do not expect will be fully utilized by most customers, and have priced it accordingly. We offer small packages to eliminate the risk buying more than you need before the renewal resets the Development Support limit.

I have a subscription and I've found and reported a bug. Will it use up my Development Support hours?

No. If a query is determined to represent a bug, we will move the issue to our product JIRA and resolve it there at no charge to you. If however the timeline for providing a fix is not to your liking, you can request that we accelerate the fix using your query support hours up to the limit.

My system is in production and I have a subscription. Now I'm working on some further enhancements or new applications. Can I ask questions about those?

Yes. Every subscription includes Development Support for the express purpose of queries about new development, upgrades, migration, and other matters that are not causing an immediate impact on your production systems.

My system is not yet in production. Why do I need a Subscription before production deployment?

A subscription is the basic engagement between you and WSO2 and enables additional services such as QuickStart, Development Support, and Managed Cloud. If you do not any of these services prior to production deployment we are happy to offer you a Subscription at the point you deploy into production.

What level of support for WSO2 Developer Studio is included in my subscription?

Development Support queries can be used for inquiries about WSO2 Developer Studio.

This is just Open Source? Why do I need a Subscription?

Yes, WSO2's products are 100% Open Source under the Apache Software License. You can download the latest release, source code, or nightly builds and use these as much as you like.

However, we all face a tradeoff between time and money. Maintaining a free open source deployment takes time – time to gain expertise, time to maintain, develop your own fixes, all while potentially experiencing downtime if there is a production issue that takes time to solve. Our subscription services provide you with a stream of updates and fast-response support services to save you time. In return we ask for a reasonable amount of money to maintain our business and re-invest in product improvements.

I've got my system tested and I'm ready to go into production. If it has passed my tests, why do I need a Subscription from WSO2?

If you have used WSO2 Updates in your system, then you must obtain a subscription – the WSO2 Update License does not allow you to use these updates outside a subscription.

Secondly, WSO2 provides a stream of updates that address issues that may have affected other customers, and subscribers may benefit from these updates even if the tests haven't yet revealed a flaw.

Thirdly, if you encounter an issue, WSO2 stands by subscribers to work with you on a 24x7 basis to resolve the issue and provide the fastest fix available – reducing risk of an extended outage which could damage your business operations, customer experience, reputation, or bottom line. Support issues are handled confidentially in a secure, private forum in our support system.

Why do you charge for pre-production environments?

Issues affecting pre-production environments are as common (or more so) than production environments. We have found that providing the same aggressive SLA on these environments is the best way to support your success. We have priced this level of service into our model (at an appropriate level.)

I have a cluster of ten instances. Can I have one instance under Subscription and run the other nine as Open Source?

No. Our contractual terms do not allow this; WSO2 Updates may only be used in production on in-stances under Subscription at the time. You can run all ten instances as Open Source without a sub-scription, but if you want support and a license for updates you must take it on all of the systems in production. We know from experience that large deployments are more complex and much of our development effort goes towards clustering, administration, performance testing and tuning, and our prices scale with size to reflect this.

I am using several different WSO2 products. Can I put some types of product under Subscription and use other types without support?

No. Our ability to retain simple per-instance pricing is based on proportionality of fees to the actual scale of use – picking and choosing a mix of supported and unsupported products circumvents this model. Subscription revenue funds the continued development of the platform, just as license reve-nue does for proprietary software. We retain the option to refuse to offer or renew support for cus-tomers that are unwilling to engage in a commercial relationship with us proportional to their scale.

We underestimate our need for WSO2 instances at the beginning of the year and end up deploying more than what we had contracted for. How will I be charged for the extra instances or users?

When your installation expands to additional instances or more devices, please notify us promptly, as running more instances than noted in the Subscription agreement can result in violation of the WSO2 Update license and/or a suspension of support services. The Subscription agreement allows you to add new instances or users on a prorated basis to align with your renewal date.

If tracking instances at this granularity is impractical, or if you are on a fixed budget for the year but expect to expand, contact us to work out an Enterprise Support Agreement.

What are the implications of upgrading, or not upgrading, the software?

Since there are no license fees, we encourage upgrading regularly to receive the benefits of bug fixes, performance enhancements, and new features. To encourage this, and to reflect the costs of sup-porting versions that are substantially obsolete, we phase in a Legacy Surcharge on Production Sup-port for versions that are more than three years old.

Legacy Surcharge	4th year	5th year	6th year	7th year onwards
	25%	50%	75%	100%

You can avoid these surcharges simply by upgrading to the latest version. We'd be happy to construct a package of migration services to assist you – please contact us for details.

Are Subscription price increases limited?

No. We believe we have an effective pricing model today, and have kept our prices very stable, but we cannot rule out price increases (or decreases) to reflect inflation, increased cost of fulfillment, exchange rate changes, or aligning better with customer value in the future. Subscription renewals are processed at the then-current price, unless a multi-year contract, such as an Enterprise Support Agreement, specifies differently.

What are the consequences of allowing my Subscription to lapse?

Our products are all Apache-licensed open source, so you are free to continue to use the products without a Subscription. WSO2 Updates previously obtained through the Subscription may continue to be used in production on the instances that were under Subscription at the time the update was issued. The terms of the WSO2 Update License (which is not the Apache license) however do not allow you to install those updates, or any new ones, on any new production instances – instead you can pick up fixes from the source code and build and test patches yourself or you can wait for and upgrade to a new release that incorporates the fixes.

If my Subscription lapses, can I restart it at any time?

Yes, though with caveats. We are always happy to welcome you back as a customer. However, our Subscription fees are calculated on the basis of continuous operation, not on the basis of purchasing it on demand when issues arise. Thus we always base the support renewal on the expiration date – even if there has been a lapse. The renewal fees will be calculated from the lapse date – so there is no financial advantage to allowing a lapse, just delays in completing the renewal transaction while a production issue lies unaddressed.

What is the difference between full-time and elastic instances?

WSO2 products deployed in an auto-scaling environment exhibit dynamic behavior, with one or more instances predictably running full time (the "reserved instances") throughout the year, and additional instances dynamically generated when loads increase, and destroyed when loads decrease again. For these "elastic instances" our Subscription fees are by the hour instead of prepaid on an annual basis.

Does the WSO2 Managed Cloud price include configuration and customization?

The hosting price includes product installation and basic configuration of admin users and network, but does not include additional development, customization or integration services.

How is WSO2 Managed Cloud related to WSO2 Cloud?

WSO2 Cloud (http://cloudpreview.wso2.com) is a set of shared cloud services. Not all products and configurations are available in this public shared cloud. Customers who want dedicated (not shared) hosting for the reasons of customization, isolation or security should consider WSO2 Managed Cloud.

Do you negotiate on your Subscription and Consulting contracts?

We already have competitive prices in the market, and effectively the discount is already built-in, so we do not negotiate further or offer different prices to different customers. However, we offer Enterprise Support Agreements customized to your specific strategic needs as well. Please contact us for details.

What additional terms apply to Nginx Plus?

Nginx load balancer support through your WSO2 support account is available only for nodes upgraded to Nginx Plus. A subscription to Nginx Plus requires additional license terms as it is not a pure open source distribution.