



## DATASHEET

---

# AVEVA™ Flex subscription program

## Revolutionizing how industrial software is purchased and consumed

Achieve faster return on investment and remove traditional barriers to software adoption by unlocking our complete portfolio through a flexible subscription program.

The simple credits-based system spans any mix of cloud, hybrid, and on-premises solutions across AVEVA's comprehensive portfolio, including engineering and operations. You are in control with a pay-as-you-use approach that allows you to easily scale your solution set.

Accelerate your organization's digital transformation and empower your teams with software upgrades and expert support as well as optional success services.

It's never been easier to do business with AVEVA.

## About AVEVA Flex

### **Simplify and accelerate your digital transformation**

Imagine having a single subscription program that spans edge-to-cloud solutions, from engineering to operations, unlocking the entire AVEVA portfolio and giving you the flexibility you need to drive sustainable growth.

This approach overcomes traditional barriers to software adoption and, at the same time, eases budgetary pressure by moving funding from capital expenditure (CAPEX) budgets – which are almost always under strain – to operating expense (OPEX) budgets.

With easy access to market-leading technologies in a single cloud-hosted platform, you can quickly respond to evolving market demands and make smarter decisions. AVEVA Flex empowers you to align investments with value, enhance business agility, and accelerate transformation and growth.

Self-manage your software use at your own pace through the purchase of AVEVA Flex Credits, the currency of AVEVA Flex, and the key to commercial and technical flexibility.

The AVEVA Flex subscription program reduces upfront software investment costs by as much as 65%, which reduces, or even eliminates, the internal costs associated with hosting software.

Our subscription program also reduces the internal legal, IT, and procurement costs associated with the review and management of multiple simultaneous contracts with vendors. Greater license flexibility means you will never again purchase software that ends up going unused or under-utilized.



# Great for your business

At the heart of AVEVA Flex is our commitment to helping you simplify and streamline your purchase, consumption, and management of AVEVA software and AVEVA cloud services.

- **Flexible:** Optimize your software investments by reducing upfront costs and CAPEX with a subscription program that gives you full, flexible access to our market-leading industrial software portfolio.
- **Scalable:** Easily scale software to your evolving needs by allocating Flex Credits across teams and sites or adding new ones to your existing contract.
- **Centralized:** Empower your IT and admin team with real-time information on software usage through our easy-to-use central license management portal. Enjoy just one contract for all your AVEVA software.
- **Outcome-focused:** Enable your team to drive transformation faster. On top of regular software upgrades, tailor your program and benefit from expert technical support and success services to accelerate time to value.



## Your success is our mission

Your industrial software represents a substantial and strategic investment in transforming your business. AVEVA's comprehensive set of services helps accelerate time to value as you adopt, maintain, and optimize your AVEVA software.

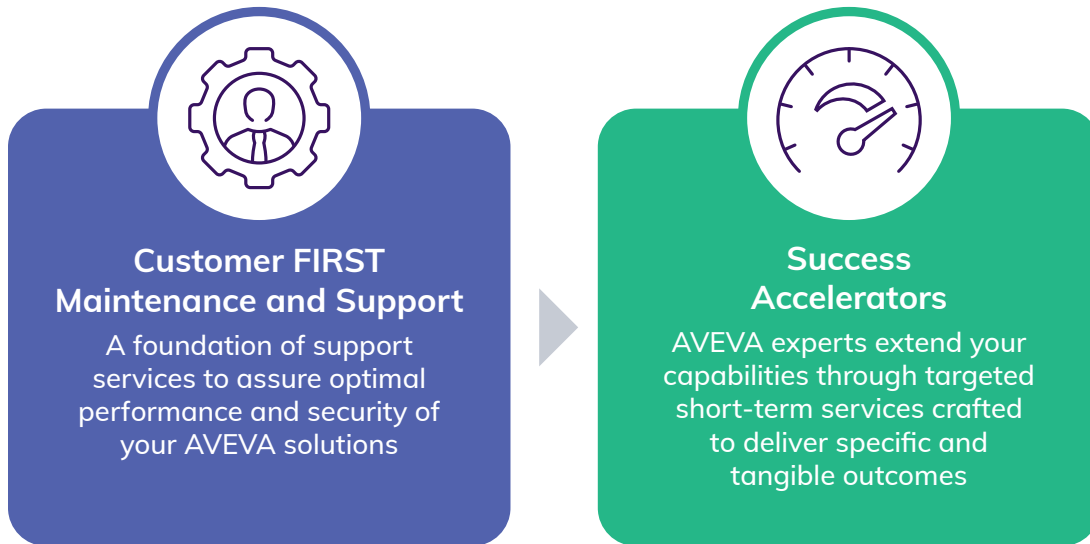
When you partner with AVEVA, you are not just accessing our full suite of digital solutions; you are gaining access to our unrivaled expertise of hundreds of technical specialists and an extensive global partner network to ensure you get the most from your technology and achieve your desired business outcomes.

Whether you are looking for a minimum level of support for an existing steady-state application, or you prefer significant support with proactive services for a mission-critical solution, the AVEVA™ Customer FIRST Program can be tailored to your needs.

The AVEVA Flex subscription program includes the Standard-level benefits of Customer FIRST, with the option to upgrade to the Premium or Elite level.

## Customer FIRST includes

- **Software maintenance and innovation with version upgrades:** We encourage you to continuously innovate and harness the latest capabilities of our new software versions. Our software is regularly upgraded to assure reliability, performance, security, and to embrace new technology and standards and provide new functionality to meet evolving market demands.
- **Access to knowledgeable technical support:** Our experts have years of experience supporting diverse customers around the world and understand potential software implementation issues. They can quickly triage and resolve any technical issue, whether your software solution is on premises or in the cloud.
- **Optional success-based services and resources:** We offer an extensive portfolio of optional services that focus on accelerating adoption and achieving your targeted business objectives.



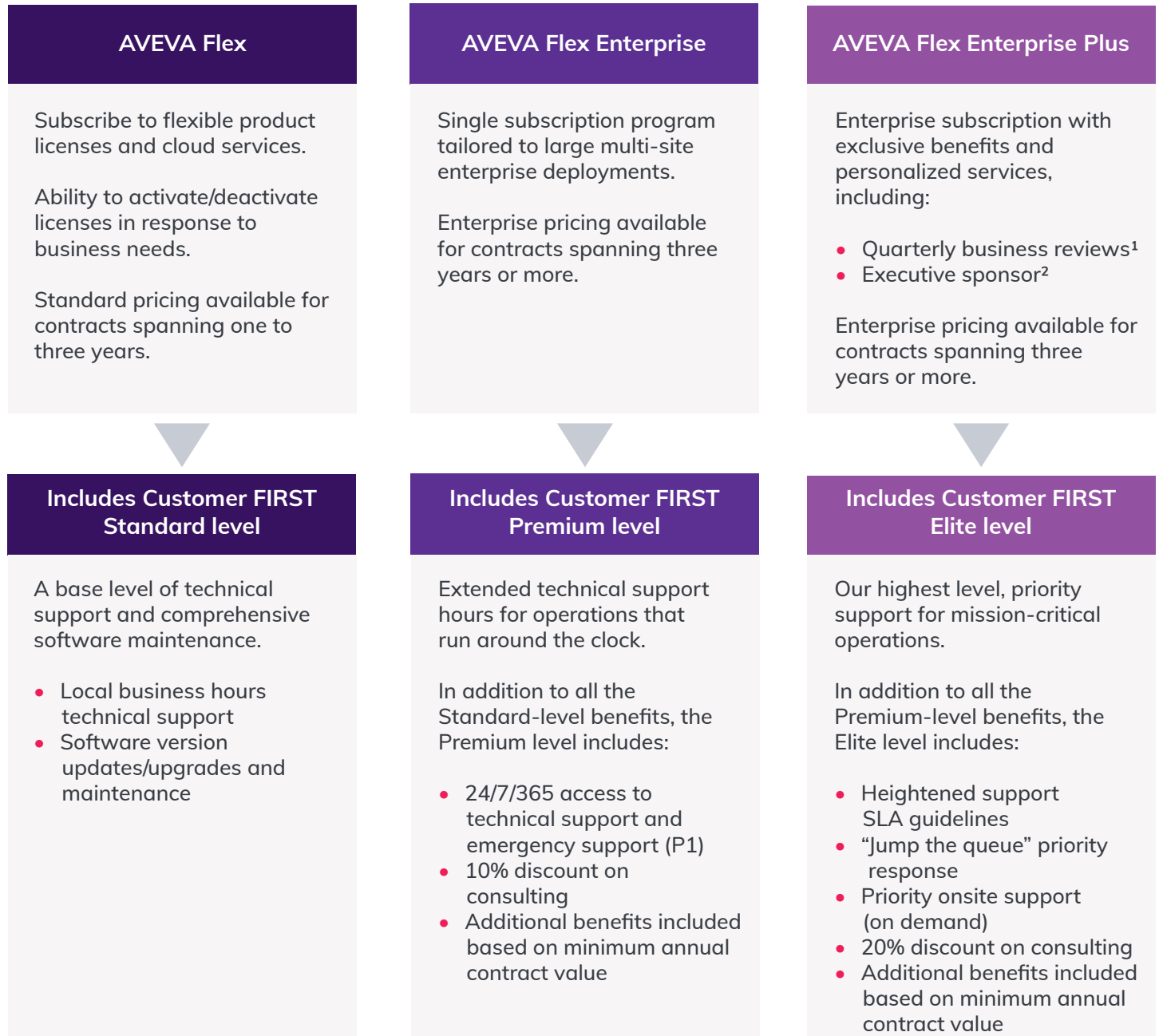
You can learn more about our support and success offerings at [aveva.com/success](https://aveva.com/success)

# AVEVA Flex tiers

## A subscription that fits your organization's needs

AVEVA Flex offers three commercial tiers with distinct benefits to address your unique needs. Our experts will help you match the right AVEVA Flex tier to your business requirements, maximizing the value of your subscription.

Each commercial tier is associated with a Customer FIRST support level and can be upgraded as your requirements change.



Quarterly business reviews<sup>1</sup>: Executive-level engagement with AVEVA engineering, sales, industry, and business function leadership to collaborate on digital transformation opportunities. They inspire our customers through examples of AVEVA's technology and thought-leadership, immersive demos, and presentations of real-life customer solutions.

Executive sponsor<sup>2</sup>: A representative responsible for the success of the relationship between you and AVEVA. As a member of the executive leadership team, the executive sponsor advocates on your behalf. AVEVA will appoint an executive sponsor to represent your interests, help maximize the value of your investment with AVEVA, and achieve your business objectives.

# Access AVEVA's full portfolio

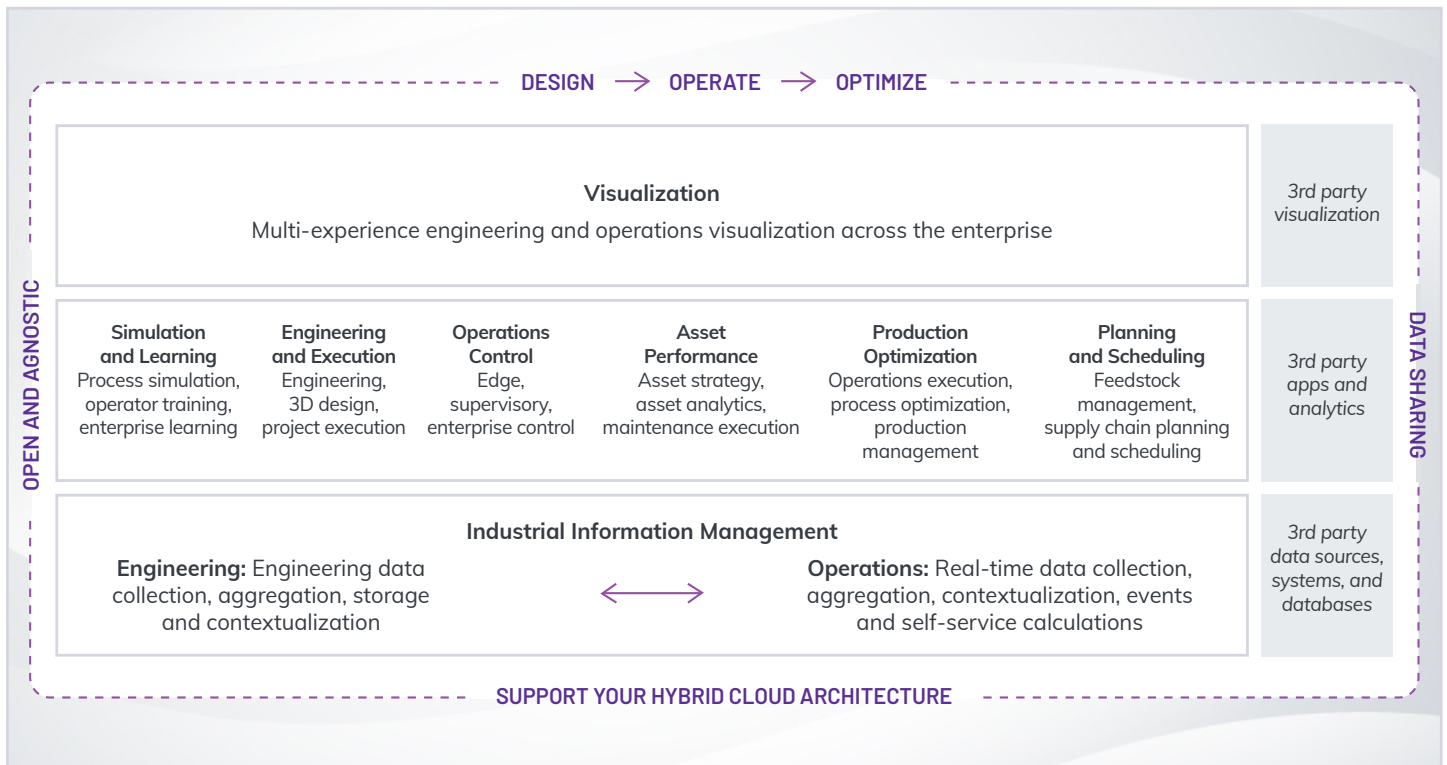
If you are still unsure which solutions you can access through AVEVA Flex, it's simple.

It covers all AVEVA solutions, whether on-premises, cloud, or hybrid architectures, spanning products from engineering to the operations portfolio. This means you can use AVEVA Flex Credits to:

- Access AVEVA's SaaS portfolio through AVEVA™ Connect
  - Includes access to production and non-production accounts
  - Hosting and provisioning, uptime commitment, data backup, disaster recovery
  - Continuous software updates and customer support
- Access AVEVA's full portfolio of on-premises software licenses.
  - Includes access to download your on-premises licenses and software
  - Access to version updates and customer support

## Delivering a complete digital thread, purpose-built for industry

Accelerate time to value with flexible, scalable, and trusted industrial hybrid SaaS solutions



# How AVEVA Flex works

## Key concepts

We designed AVEVA Flex with simplicity in mind.

### A full and integrated experience

Subscribe

Experience

Expand

### One agreement

Subscribe to AVEVA Flex and purchase all the credits you need by signing one AVEVA Flex order form. The more credits you use, the more features you unlock, the more AVEVA solutions you can try, and the more value you receive.

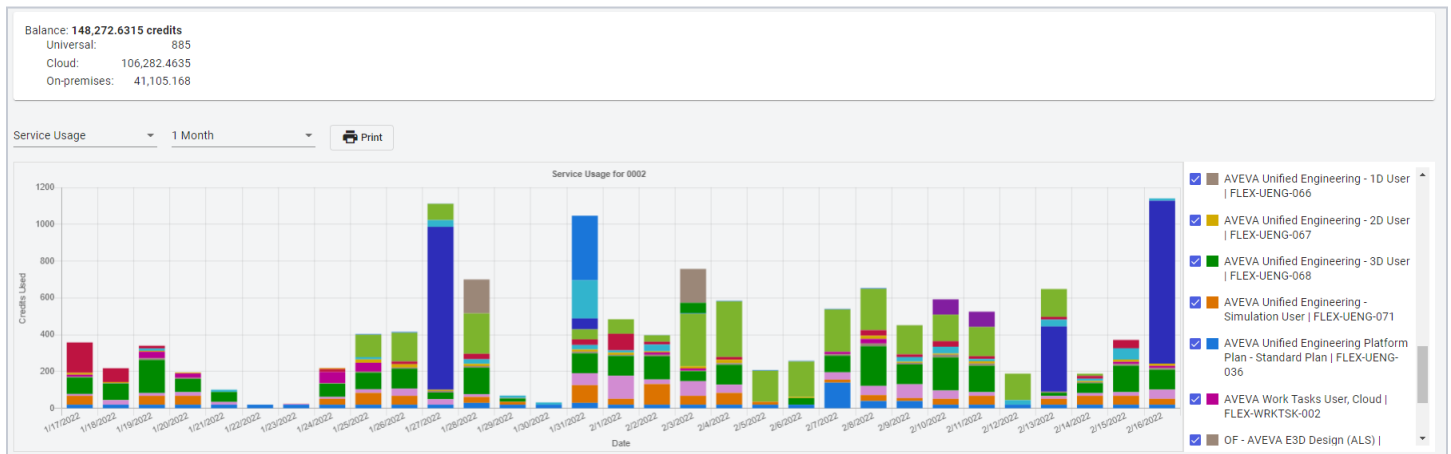
### One portal

Use AVEVA Connect, our common cloud platform, to manage user access, track credit usage, on-premises product licenses, cloud services, and securely access the broadest and deepest industrial software-as-a-service (SaaS) portfolio enhanced by the power of artificial intelligence (AI).

### One currency

The AVEVA Flex Credit is the official currency for the AVEVA Flex subscription program. Once you purchase your credits, you can use them at any point during the term of the agreement to access cloud services and on-premises software products.

If you need to expand or increase your use of AVEVA's portfolio, simply purchase additional AVEVA Flex top-up credits.



Credit consumption by service

# AVEVA Flex Credits

## Purchasing AVEVA Flex Credits

Prior to signing your AVEVA Flex order form, our sales team can help you estimate the quantity of Flex Credits required to meet your software consumption needs over the term of this agreement. You can also purchase additional “top-up” credits at any time during the term of the agreement to scale existing solutions or unlock new technologies.

## Consuming AVEVA Flex Credits

Having signed the AVEVA Flex order form, you will have access to AVEVA Connect, where AVEVA SaaS solutions are available, and you will be able to request and download licenses for on-premises software.

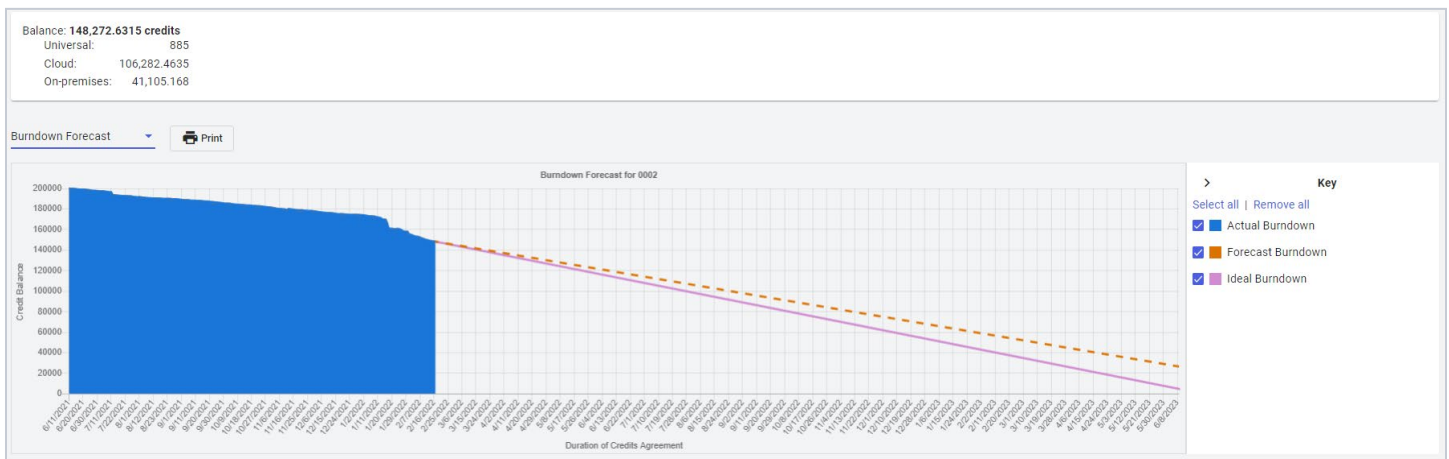
Whether you are accessing AVEVA cloud services, hybrid products via AVEVA Connect, or licenses for on-premises products, we will debit your AVEVA Flex Credit balance according to the product rate plan for each service and product.

## Managing AVEVA Flex Credits

AVEVA Connect empowers your organization to track and report the usage of software across your organization, which can facilitate your internal process, making it far easier, for example, to charge back within your organization.

AVEVA Connect employs two methods of charging Flex Credits for services or products:

- **Fixed charge** – A given number of credits are deducted from your credit balance on a fixed cadence, such as 1000 credits per month
- **Usage charge** – Allows a given number of credits to be deducted from your credits balance based on how much your company uses a product. AVEVA Connect currently supports the following usage types:
  - **Active users:** Deducts a given number of credits for each active user who uses the product within a given period
  - **Resource:** Deducts a given number of credits for using a resource
  - **Dynamic:** Allows a rate plan charge to be selected based on usage in each charging period. This provides preferential rates for customers who use products more frequently. The more you use, the less you are charged

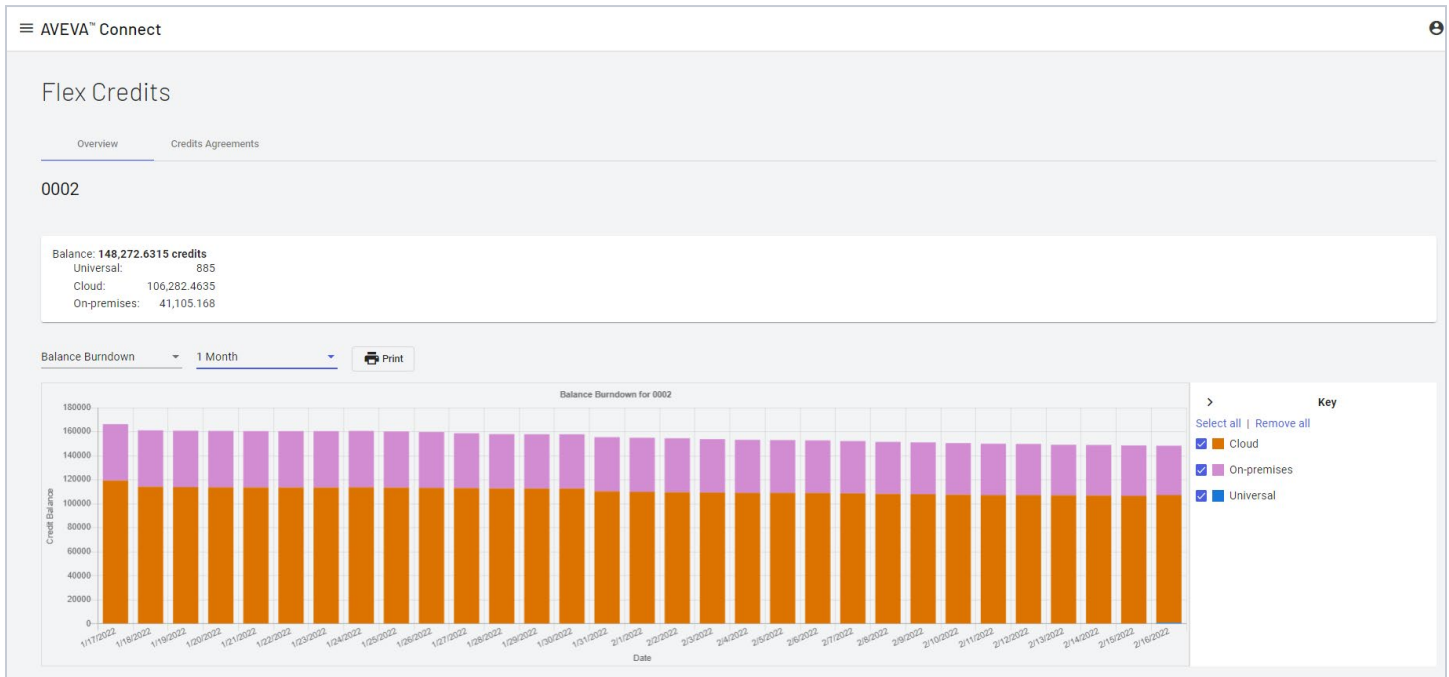


Tracking of actual vs forecasted credit consumption



At any time, you can check the total balance of credits that you have remaining in your account and a breakdown of the usage.

- **Balance forecast:** Shows an estimated forecast of the credit usage for the duration of the credit agreement, including an actual burndown, a forecasted burndown, and an ideal (planned) burndown.



Tracking rate of credit burndown over time

- **Balance burndown:** Shows a burndown chart of the consumed credits for a given period.
- **Service usage:** Shows a breakdown of how the credits have been consumed per service.
- **Transaction breakdown:** Shows a listing of who consumed what, including details such as date of transaction, hosting type, name of service or solution, credits consumed, username.

Date	Hosting type	Transaction	Code	Username	Service	Units	Usage Date	Description	Value	Balance
2/16/2022	Cloud	AVEVA Edge IoT View w/ Unlimited Tags & Clients	edge_hmi_1otview_module			1	2/16/2022	Resource / month	-10	148,272.6315
2/16/2022	Cloud	AVEVA Unified Engineering - Simulation User	FLEX-UJENG-071			1	2/16/2022	Unique users / day	-16	148,282.6315
2/16/2022	Cloud	AVEVA Insight - Cloud - Standard User	FLEX-INC-005			1	2/16/2022	Unique users / month	-5	148,298.6315
2/16/2022	Cloud	AVEVA Insight - Cloud - Standard User	FLEX-INC-005			1	2/16/2022	Unique users / month	-5	148,303.6315
2/16/2022	Cloud	AVEVA Insight - Cloud - Standard User	FLEX-INC-005			1	2/16/2022	Unique users / month	-5	148,308.6315
2/16/2022	Cloud	AVEVA Insight - Cloud - Standard User	FLEX-INC-005			1	2/16/2022	Unique users / month	-5	148,313.6315
2/16/2022	Cloud	AVEVA Unified Engineering - 3D User	FLEX-UJENG-068			1	2/16/2022	Unique users / day	-18	148,318.6315
2/16/2022	Cloud	AVEVA Edge IoT View w/ Unlimited Tags & Clients	edge_hmi_1otview_module			1	2/16/2022	Resource / month	-10	148,336.6315
2/16/2022	Cloud	AVEVA Unified Engineering - 1D User	FLEX-UJENG-066			1	2/16/2022	Unique users / day	-3	148,346.6315
2/16/2022	Cloud	AVEVA Insight - Cloud - Standard User	FLEX-INC-005			1	2/16/2022	Unique users / month	-5	148,349.6315

Reporting usage per user transaction

## AVEVA Flex for non-production environments

AVEVA also offers wholly separate and optional AVEVA Connect test accounts to complement and align with the primary production account. Typical use cases involve software testing, training, and simulating or modeling business application changes before implementation into production.

## Why AVEVA Flex subscription program?

AVEVA Flex is the future for industrial software users. Unlock the full potential of your cloud-enabled and on-premise solutions. Remove the traditional barriers to your digital transformation and optimize industrial software costs with a flexible subscription program.

Moving to AVEVA Flex means you receive invoices annually rather than committing to the full cost of software investment upfront. Spreading the cost across the entire period of use, you accelerate your return on investment.

Our subscription program puts you in control – enabling you to scale easily through a single contract. With one commercial model that encompasses licensing and support, you eliminate the need for multiple contracts – saving time and reducing the associated internal overhead costs.

Through AVEVA Flex, users can access AVEVA cloud services via AVEVA Connect, our common cloud platform, which hosts and connects industrial software solutions in a central location. Here, software is automatically updated, saving even more time and cost.

Contact AVEVA sales today to explore how AVEVA Flex can benefit your organization.  
Find out more about AVEVA Flex at [aveva.com/subscription](https://www.aveva.com/subscription)