Botprise Billing Model & Credit System

Purpose

This document is aimed at giving insights to paying Botprise customers details on how they will be charged for usage of the Botprise platform. The document is meant to provide transparency of the billing model and thereby details of how customers are eventually charged for using the platform.

Background

Botprise enables agile enterprise in hyperautomation using smart bots with advanced AI and workflow automation. We are here to create a fundamental change in how automation is looked at by enterprises today and this can be seen in the way we approach the automation problem and the effectiveness in which automation is delivered on our platform. Whilst delivering automation and overlaying it with the intelligence of Botprise , we pride ourselves in providing the transparency of the work that is performed by our platform. Our detailed reports and visualization track every automation execution, their associated performance and the value Botprise brings to our customer's automation journey. It is our endeavour to bring the same level of transparency to our billing models as well. Botprise is the industry's first and perhaps the only hyperautomation platform to offer consumption based billing. You pay only for the components that you have used and this way Botprise remains true to its SAAS nature.

General concepts

For customers to appreciate the billing model adopted by Botprise, it is important that they understand the basic building block of the platform. The heart of the platform are workflows or smartbots. Conceptually, workflows are a collection of simple steps taken to achieve an automation goal. These steps can be simply a collection of small steps to achieve a simple task or can be a collection of extremely complex and interrelated tasks grouped to achieve a task of a higher order. With our smart workflow editor we democratise the process of automation enablement in your organisation. This is achieved by giving you a simple but very effective and intuitive interface to create your bots or workflows without having to write or know to write a single line of code. You're simply "assembling" a workflow logically using different building blocks.

The most important building blocks of Botprise workflows or smartbots are:

- ## Automation Units:

Automation units are the basic building blocks of any smart workflow or bot. In essence, they are In the context of billing, an automation unit is an entity in a workflow that performs a particular task that gives an outcome that can be used or consumed by a task that appears subsequent in the execution cycle of a workflow.

- ## Decision Units: <Write standard DU script here>

Decision units (or DUs) in Botprise parlance are powerful sub-units that are used by smartbots when it comes to making an informed decision. DU are fundamentally units that use the AI/ML and deep learning capabilities of Botprise which may be custom fit for specific customer use cases. They typically are pre-trained units with historical data from the various data sources that are needed in decision making. DU's are of different types, namely:
    - Botrpise provided off-the-shelf decision units
    - Customer modelled decision units
    - Custom decision unit

There are other building blocks that could be used to form a workflow, but they are not being discussed here as they do not have an impact on the billing model that Botprise adopts for its customers.

Billing Model

- ## Credit system

    Botprise being a cloud based SAAS offering, it's billing is based on the amount or volume of resources or features that are used by a customer for a billing period. The unit of cost is called a credit. The consumption of credit amounts to usage and a credit is said to be consumed based on the successful execution of very specific elements in a workflow or smartbots. A customer purchases a default number of credits per month based on a billing plan (discussed in greater detail in the next section), which is credited to the customer account at the start of the billing cycle. The billing cycle or period shall be monthly.

- ## Customer Tiering or Billing Plans

    Botprise has a customer tiering program that classifies customers into 4 tiers based on the potential platform usage and feature requirements. Of the 4 tiers only 3 are classified as paying customers.

Sandbox	Basic	Standard	Enterprise
Free	Production	Mission Critical	Custom
Free	**$0.20** Per Credit	**$0.15** Per Credit	**$0.10** Per Credit
100 MINIMUM CREDITS PER MONTH (CHARGED ANUALLY)	5000 MINIMUM CREDITS PER MONTH (CHARGED ANUALLY)	50,000 MINIMUM CREDITS PER MONTH (CHARGED ANUALLY)	200,000 MINIMUM CREDITS PER MONTH (CHARGED ANUALLY)
1 NUMBER OF USERS (CONCURRENT)	5 NUMBER OF USERS (CONCURRENT)	50 NUMBER OF USERS (CONCURRENT)	UNLIMITED NUMBER OF USERS (CONCURRENT)
5 NUMBER OF BOTS (ACTIVE)	25 NUMBER OF BOTS (ACTIVE)	200 NUMBER OF BOTS (ACTIVE)	UNLIMITED NUMBER OF BOTS (ACTIVE)
1 DAY DATA RETENTION	30 DAYS DATA RETENTION	90 DAYS DATA RETENTION	365 DAYS DATA RETENTION
1 NUMBER OF AGENTS	1-5 NUMBER OF AGENTS	1-15 NUMBER OF AGENTS	UNLIMITED NUMBER OF AGENTS
COMMUNITY CUSTOMER SUPPORT	9-5 CUSTOMER SUPPORT	9-5 CUSTOMER SUPPORT	24/7 CUSTOMER SUPPORT

For detailed information on the various plans offered to customers please visit
https://www.botprise.com/pricing/

- ● Billing and payment cycle
  1. Billing cycle shall be monthly – as per the billing analytics page we have on the UI?
  2. The payment cycle shall be yearly – you pay upfront for a year
- ● Credit consumption

Credit consumption is consistent across tiers or plans. The unit value or cost of a single unit of credit varies based on the plan the customer is associated with. The consumption of credit is based on the number of automation units and decision units that the customer executes.

A single workflow or smartbot is a collection of interlinked AUs, DUs and WFUs. WFUs are non-intelligent blocks in a workflow that are introduced to perform certain static functions – example: a " wait block" that waits for a time period before a subsequent AU or DU is excited in a workflow. From the perspective of billing WFUs do not consume your credit. Whereas, every AU executed consumes one credit and very DU executed consumes three credits. For customer modelled decision units and custom decision unit that Botprise builds out for a customer specifically there is a one time lifecycle management and deployment charge of $500.

Examples:
A workflow consisting of 5 AUs, 1 DU and 3 WFUs can consume up to 8 credits for every single run of the workflow.

> 5 AUs executed = 5 credits consumed
> 1 DU executed = 3 credits consumed
> 3 WFUs executed = 0 credits consumed
> Total consumed = **8 credits**

Using the same example as above, here is a representation of how the credits will be consumed and thereby the cost incurred for a single execution of the workflow.

	Basic	Standard	Enterprise
Cost per credit	$0.20	$0.15	$0.10
Cost for running the above workflow	0.20 * 8 = $1.60	0.15 * 8 = $1.20	0.10 * 8 = $0.80

* It is to be noted that the above example is only for illustration purposes. In reality, a workflow may or may not execute all the AUs, DUs and WFUs that are defined under it. The execution path taken by the workflow may only result in a subset of the total AUs, DU's and WFUs defined and therefore only the ones that are executed will be candidates for credit consumption and eventually billing.

- ● Credit Expiry

Credit not used up at the end of the month will be carrier forward to the subsequent month. However, all credits will expire at the end of the 12 month contract term.

Reporting

Botprise provides visibility of consumption and billing in the billing and reporting pages of the Botprise application. This is available to all users with administrative rights. The following are the areas

- ● Billing Reports

    Month on month billing and invoice details are provided to the user. A breakup of the invoices is also available to the user. Details such as the AUs, DUs and other cost items discussed here are available to the user. Invoices for the complete year are available to the user at any point in time.

- ● Credit consumption & AU/DU consumption Reports

    Botprise's comprehensive reporting and analytics model provides the user with the most granular views on the consumption of credit, the number of AUs and DUs consumed and how they are performing. The user can also choose to see consumption patterns over a few hours, weeks or months.

FAQ

- **What kind of payment methods do you accept?**
  We currently accept payments via Visa, MasterCard, and American Express. For any other forms of payment, please contact our sales team.

- **How does pricing work?**
  Based on the plan you choose, you will be assigned Botprise credits. The credits are consumed each time an automation unit or decision unit is executed.

- **Who should I contact for sales-related questions?**
  If you have questions on pricing, please write to sales@botprise.com.

- **Do you store customers' credit card information?**
  We do not store your credit card details.

- **Where can I view your terms of service and privacy policy?**
  You can view the details at <teams of service> policy link

- **Will unconsumed credits for the current month be carried forward to the subsequent month?**
  Yes, your unconsumed credits will be carried forward to the next month and accumulated over till the last month of your yearly contract. Any unconsumed credits at the end of the contractual year will be forfeited.

- **What if I don't consume a single credit in a month?**
  No problem, you are free to use the remaining credits and credits for the current month are carried forward to the next.

- **How do I know the details of my monthly bills?**
  Our billing reporting system (visible to the account admin role users) shows the detailed billing information for every month in the current year and breaks down each of the bills into items that contributed to the bill amount for the month. Furthermore, the customer is given granular information and reports on the AU and DU executions both from a technical and billing perspective.

- **How do I know what's the best plan for me?**
  The choice of plan is based on many factors. At a fundamental level, the choice is based on the platform feature set that the customer is interested in and the automation potential that

the customer envisages from the Botprise platform. Sometimes the choice of plan can be a bit more complex than it seems. We encourage you to speak to a Botprise representative or your account manager to help plan this out for you.

- **Can I switch my plan at any time during the month?**
  Switching to a higher plan is allowed at any time during your contract period. Switching to a lower plan will need to be discussed with your account manager

- **Can I pay monthly?**
  At this point in time we don't offer a monthly payment plan. However if you are keen on exploring a monthly payment plan, please get in touch with our team at sales@botprise.com

- **Am I allowed to consume credit over my plan limit? If so, to what extent and what are the likely charges?**
  By default, an overage or excessive credit consumption of 2% is allowed for every customer who is on a yearly contract. The account owner will get email notifications when the credit is nearing exhaustion and upon expiry of available credit. Furthermore, the billing analytics page associated with your account will give you insights as to how your credits are being consumed every month and at near-time.

- **Can I try multiple trial/free instances?**
  Yes, we offer a free 100 credit plan. Your data will be lost after the expiry of your credits, if you don't upgrade your plan.

- **What happens to my account when my free trial expires?**
  Once your free trial expires, your instance and account are deactivated and you'll no longer be able to access your data. If you need more time to evaluate, you may contact our team at sales@botprise.com.