



bizagi

Bizagi Licensing Explained

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Important

Make sure you read the following clarifications regarding Bizagi Digital Platform, in order to best understand how Bizagi licenses work.

Bizagi Digital Business Platform consists of three products: *Bizagi Modeler*, *Bizagi Studio* and *Bizagi Engine*.

Both Bizagi Modeler and Bizagi Studio are offered as freeware (i.e. available for use without payment of licensing fees). You need to buy licenses only for Bizagi Engine, and only for your production environment.

1. Bizagi Modeler

Bizagi Modeler is used to diagram and document processes; it is a Freeware and will remain so. This means you can [download](#) the software and use it for free with no time restrictions, for personal or business purposes. You don't need to buy any licenses to diagram and document your processes. You may install a copy of Bizagi Modeler on any number of computers.

2. Bizagi Studio

Bizagi Studio is used to automate process maps and turn them into real running applications; it is a Freeware and will remain so. This means you can [download](#) the software and use it for free with no time restrictions, for personal or business purposes. You don't need to buy any licenses to automate your processes.

You may install a copy of Bizagi Studio on any number of computers. Each Bizagi Studio installation includes twenty (20) Non-production User Licenses intended to be used for product evaluation, development, testing or quality assurance activities.

3. Bizagi Engine

Bizagi Engine is used to execute the processes that have been previously automated in Bizagi Studio. This is the only paid for part of our BPM Suite.

Bizagi Engine licensing model is very simple: it is based on named users. You need to obtain a separate User License for each individual person ("User") that accesses or uses the Bizagi Engine (Server Software) directly or indirectly on a production server. A User License gives a User the right to participate in a running process and to access or use the services of the Bizagi Engine. You may install a copy of Bizagi Engine on any number of servers. No server license needs to be obtained.

Each Bizagi Engine installation includes twenty (20) Non-production User Licenses intended to be used for product evaluation, development, testing, quality assurance activities or disaster recovery.

For more information please read our [End User License Agreement \(EULA\)](#).

3.1 Perpetual License

Perpetual License is paid for once and the software can be used for an unlimited period of time.

When you purchase a new perpetual license from Bizagi, you must also purchase the first year of maintenance for each license. After the first year, you have the option to renew your maintenance, to keep your software up to date with the latest version.

Maintenance includes: new product versions to keep Bizagi up-to-date, service packs, and basic product support (No SLAs).

3.2 Initiator License

Bizagi offers an alternative to User Licenses for external users. External users are users who are not employees or on-site contractors of the Licensee. It is called Initiator License, and gives users the right to initiate cases and participate in subsequent activities (e.g. enter additional info, adjust/update existing information or documents) of the same process instance (case) they initiated.

Initiator Licenses only apply to users who are not employees or on-site contractors of the Licensee. For internal users (employees) full licenses must be purchased irrespective of the way they use Bizagi.

Initiators are licensed by user bands (1-1000, 1001-10,000, etc.), not by individual users.

3.3 License Key activation

After purchasing licenses for the first time you will receive an email with a License Key, which is used to activate User Licenses in the production environment. In order to [activate](#) the key you need to enter it in Bizagi Management Console through the [License Administration option](#). When a license key is activated in a production server (or computer) you have created what we call an installation.

3.4 Maintenance

When you buy Bizagi Maintenance, you are entitled to receive 1 year of maintenance.

Maintenance includes: new product versions to keep Bizagi up-to-date, service packs, and basic product support (No SLAs).

You will receive an email with details of an online account to access Bizagi portal. In the Support section of Bizagi portal you can open support tickets to report bugs or problems, submit suggestions for product enhancement or make simple consultations regarding product functionality. In the Purchases section of Bizagi portal you are able to view and manage license information, such as, number of users per installation, unused keys and expiry dates.

Note that Bizagi offers 2 support levels: basic product support included with your licenses (with no SLAs) and the Premium Support Service (with SLAs), which you may purchase separately according to your requirements.

3.5 Renewals

Maintenance for perpetual licenses, for any given installation, will expire after one year from the licenses' date of purchase. You will receive an email reminder 30 days before your maintenance expires for you to decide whether to renew it or not.

You will receive a final reminder on the expiration date. Note that you can buy and activate your purchase any time before the expiration date. The new one-year maintenance period will always start from the current expiration date, not from the purchase or activation date.

Maintenance renewal provides an additional 12 months of Bizagi updates and support. In case you do not renew your maintenance before the expiration date, you will lose all the rights to access product updates and technical support; you will also lose the right to renew your maintenance, which means that if you wish to have access to Bizagi updates and support services again, you will need to purchase full price licenses. In terms of the product, since you first acquired a perpetual license, you can keep using the product, but only in the version of the product current at the time your maintenance expired.

Maintenance renewals do not generate keys.

Renewals do not demand the use of new keys, however, you do need to update the licensing information in order to ensure that the new application expiry date is set in the production environment. This is done by [clicking on the "Update License" button](#) in the License Administration option. This action directly establishes a validation with bizagi.com and updates the relevant information that immediately reflects a successful renewal.

3.6 Additional Users

When buying additional User licenses, first you need to decide whether they are needed for an existing installation or for a new one. In this way they will be associated to the appropriate installation. Remember that when a license key is activated in a production server (or computer) you have created what we call an installation.

You may buy additional User Licenses for an existing installation at any time. However, if additional Users are purchased during the year, a pro-rata calculation for the corresponding maintenance period will be performed so that you only pay for the time left until the expiration date. This means there will only be one renewal date per installation and it will be possible to renew the maintenance for the total amount of Users in an installation at once, making its administration easier.

If you prefer that each purchase has a separate expiration date, please indicate this at the time of purchase to the sales rep.

When buying additional Users for an existing installation you must buy the same type of User License you acquired in the first place. This is because license keys are specific for each type of license and won't work in a different one.

Purchasing additional Users for an existing installation does not generate keys.

When purchasing additional users into an existing license, new keys are not needed. However, you do need to update the information of the purchase in the production environment. This is done by following the simple procedure as described at [Activate your additional Users](#).

You could also buy Users for a new installation. This is, if you need to buy licenses for a different production server from the one that you used to install your first license key. This case would be handled as a [first-time purchase](#) and you will receive a new license key for your second production server.

Be aware that the process to buy additional Users for existing installations is different to that of buying Users for new installations. For instructions, read [how to buy Bizagi licenses](#).

3.7 Multiplexing

The use of software or hardware that reduces the number of Users directly accessing or utilizing the Server Software (sometimes "multiplexing" or "pooling" software or hardware) does not reduce the number of User Licenses or Initiator Licenses required; the required number of User Licenses or Initiator Licenses required would equal the number of distinct inputs to the multiplexing or pooling software or hardware "front end".

An example of this is a front-end (portal) application where end users fill out a form, and then a process is started in Bizagi by means of a web service or other interface.

3.8 Academic License

Bizagi offers an academic license. To use Software identified as "Academic Software" you must be a not-for-profit college, university, or institution of higher education. You have the right to use free of charge a maximum of twenty (20) User Licenses in each Bizagi installation. Users must be students, faculty or staff members authorized by you to use the Software while performing duties within the scope of their employment or assignment. You can use the Software for non-commercial, teaching purposes only, including conducting academic research.

In order to obtain a Bizagi Academic License, a person authorized by your institution must legally bind your establishment to the corresponding terms and conditions and [fill in the application form](#).

After you have submitted the form, we will contact you by email with the next steps in the application process.

If you need more information about any of our license types or terms, please [contact US](#).