An Introduction to the 4me License Model

The **Complete** Service Management Platform

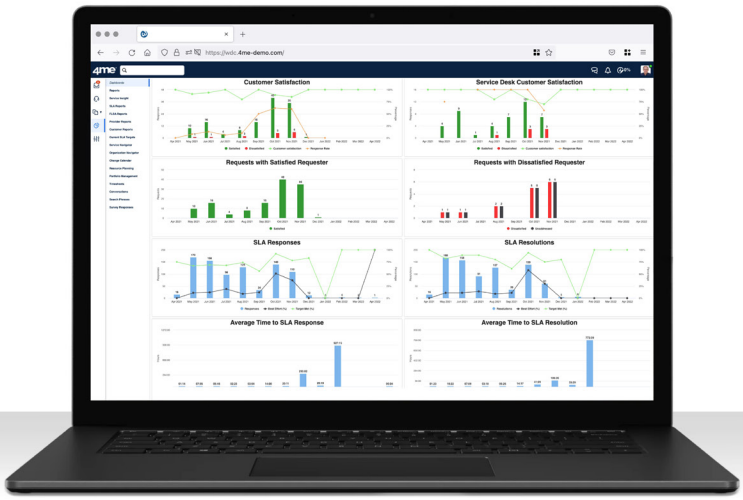
Consumption-based

4me® is currently the only ITSM/ESM vendor with a consumption-based license model. This customer-friendly approach ensures 4me customers are never oversubscribed and only pay for what they actually use. A 4me license is called a user-month and will only be required by those members of your team working actively in 4me to manage service inquiries. These users are referred to in 4me as service specialists, though you may refer to them as agents. A user-month provides a single named service specialist/agent with full access to the 4me ESM platform's functionality. This individual may have any number of the roles available in 4me.

Pay-as-you-Go

A user-month has no expiration date and includes all support, maintenance, upgrades, updates, and hosting. User-months are available in two models: Pay-as-you-Go and Prepaid. With the Pay-as-you-Go model, you will be invoiced monthly for the quantity of user-months consumed in the previous month. With the Prepaid option, customers enjoy a lower purchase price based on volume discounts. Prepaid user-months are kept on a customer's account and are deducted as they are consumed. A report/dashboard will show your administrator the number of user-months remaining on account. Additional user-months may be ordered when and as needed.

As an example, your organization may have 100 service desk team members, and you may wish to cover your anticipated licensing need for 36 months. The equation would be 100 x 36 = 3,600 user-months. Whether these 3,600 user-months meet your requirements for 36 months will depend solely upon the rate at which they are consumed. As more users are added to the 4me service specialist count, the available user-months will be consumed more quickly. Likewise, if you need fewer user-months across those three years, the prepaid user-months will be available until fully consumed. This has been a significant advantage to our customers during the time of the pandemic. As the number of active team members in their 4me environments was reduced, the user-months were consumed more slowly. As businesses began returning to normal, these user-months were still on account and ready to be used.



4me® combines ITSM with ESM and SIAM capabilities, enabling all internal departments, such as IT, HR, and Facilities, as well as external managed service providers, to work seamlessly with each other. At the same time, 4me provides complete visibility and control of service cost and quality.

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