

4me Premium License Model



The **Complete** Service Management Platform

Consumption-based

4me® has a transparent and consumption-based license model. This customer-friendly approach ensures that 4me customers are never oversubscribed and only pay for what they actually use.

Service Credits

Customers are charged one service credit per month for each billable user. A person is counted as a billable user for a given month when his or her person record in 4me was enabled and had one or more roles (or access profiles) at any point during that month. It is important to note that a person who had access to 4me in a given month is still counted as a billable user even if this person did not access 4me that month.

A 4me person record can only be counted as one billable user, regardless of the number of roles it has. Persons who only have the End User or Key Contact role are not counted as billable users.

4me Self Service is an integral part of the 4me service. It is free of charge for an unlimited number of supported individuals (such as employees, citizens, students, or consumers). In other words, 4me is free for people who only have the End User or Key Contact role.

Service credits can also be used to pay for the 4me Workflow Automator service. Customers are charged based on the number of connectors they have in use. An activated 4me Workflow Automator workspace costs 20 service credits per month and includes the 4me connector. There is an extra charge of 20 service credits per month for each additional connector that goes into production.

Monitoring the Service Credit Balance

The number of remaining service credits can be monitored in the customer's 4me account(s). At the end of a given month, a customer may not have sufficient service credits left to cover the past month's service credit consumption. In such cases, the customer will receive an invoice for the service credits that were consumed but which could not be deducted from the customer's remaining balance of service credits. The then-current pay-as-you-go price for a service credit is applied to such invoices. This pay-as-you-go price is considerably higher than the price for service credits that are purchased in advance, which is why customers are advised to always maintain a balance of service credits that will cover at least the service credit consumption of the current month.

Terms & Conditions

All Information regarding 4me's terms of use, customer agreement, data processing addendum, etc., is available at:

<https://www.4me.com/privacy-and-terms/>

