

Appian G-Cloud 14 pricing

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1. Detailed pricing tables

1.1. Core product

Description	(Annual Term - Price per Month)							
	<= 200	201 - 300	301 - 400	401 - 500	501 - 1,000	1,001 - 2,500	2,501 - 5,000	> 5,001
Standard User ^{A1}	£59.00	£39.34	£31.46	£23.60	£17.30	£11.80	£7.86	£4.72
Advanced User ^{A2}	£74.00	£49.34	£39.46	£29.60	£21.70	£14.80	£9.86	£5.92
Premium User ^{A3}	£90.00	£60.00	£48.00	£36.00	£26.40	£18.00	£12.00	£7.20

Description	(Annual Term - Price per Month)							
	<= 250	251 - 500	501 - 1,000	1,001 - 5,000	5,001 - 10k	10,001 - 50k	50,001 - 100k	> 100k
Minimal Users ^{A4}	£3.90	£2.73	£1.56	£0.62	£0.39	£0.16	£0.06	£0.02

Description	(Annual Term - Price per Month)					
	<= 200	201 - 300	301 - 400	401 - 500	501 - 1,000	> 1,001
Standard Platform User ^{A5}	£156.00	£103.99	£83.19	£62.40	£45.75	£31.20
Advanced Platform User ^{A6}	£195.00	£129.99	£103.99	£78.00	£57.19	£39.00
Premium Platform User ^{A7}	£234.00	£155.98	£124.79	£93.60	£68.63	£46.80

Description	Per Month
Starter kit small ^{A8}	£3,120.00

Description	Monthly price
Accelerate Package - Core ^{A10}	£2,250.00
Accelerate Package - Essential ^{A11}	£6,333.33
Accelerate Package - Standard ^{A12}	£15,083.33
Accelerate Package - Plus ^{A13}	£27,000.00

1.2. Industry Solutions

Description - Appian for Financial Services, Connected Onboarding	Per month
Financial Services Connected Onboarding - Tier 1 (Small) ^{c1}	£9,750.00
Financial Services Connected Onboarding - Tier 2 (Medium) ^{c2}	£16,250.00
Financial Services Connected Onboarding - Tier 3 (Large) ^{c3}	£29,250.00

Description - Appian for Financial Services, Connected Servicing	Per month
Financial Services Connected Servicing - Tier 1 (Small) ^{c4}	£9,750.00

Financial Services Connected Servicing - Tier 2 (Medium) ^{c5}	£16,250.00
Financial Services Connected Servicing - Tier 3 (Large) ^{c6}	£29,250.00

Description - Appian Government Requirements Management	Per month
Requirements Management Solution (Small) ^{c7}	£14,630.00
Requirements Management Solution (Medium) ^{c8}	£29,250.00
Requirements Management Solution (Large) ^{c9}	£43,880.00

Description - Appian Workforce Safety Solution	Per month
Workforce Safety Solution Level 1 (<10k Staff) ^{c10}	£3,900.00
Workforce Safety Solution Level 2 (10k - 50k Staff) ^{c11}	£7,800.00
Workforce Safety Solution Level 2 (>50k Staff) ^{c12}	£19,500.00

Description - Appian CampusPass	Per FTE student per month
CampusPass Level 1 (< 5,000 FTE students) ^{c13}	£3,900.00
CampusPass Level 2 (5,000 to 15,000 FTE students) ^{c14}	£7,800.00
CampusPass Level 3 (>15,000 FTE students) ^{c15}	£11,700.00

Description - Cloud Related Services	Per line Description
PCI Compliance Per Instance Per Month ^{c16}	£3,510.00
PCI Set Up (One Time) ^{c17}	£4,290.00
Planned Snapshot (Per Event) ^{c18}	£780.00
Rollback to Planned Snapshot (Per Event) ^{c19}	£1,950.00

Data Refresh (Per Event) ^{c20}	£3,900.00
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Description - Cloud Capacity	Per line Description
Cloud Set Up Fee (Charged whenever new cloud instance(s) are part of an order) ^{c21}	£3,900.00
Cloud Large Instance (RAM: 16 GB; vCPU: 2) Per Instance Per Month ^{c22}	£1,950.00
Cloud xLarge Instance (RAM: 30 GB; vCPU: 4) Per Instance Per Month ^{c23}	£2,300.00
Cloud 2xLarge Instance (RAM: 60 GB; vCPU: 8) Per Instance Per Month ^{c24}	£2,930.00
Cloud 4xLarge Instance (RAM: 120 GB; vCPU: 16) Per Instance Per Month ^{c25}	£3,900.00
Cloud 8xLarge Instance (RAM: 240 GB; vCPU: 32) Per Instance Per Month ^{c26}	£5,850.00
Cloud 12xLarge Instance (RAM: 380 GB; vCPU: 48) Per Instance Per Month ^{c27}	£7,020.00
Cloud 16xLarge Instance (RAM: 480 GB; vCPU: 64) Per Instance Per Month ^{c28}	£8,970.00
Cloud 24xLarge Instance (RAM: 760 GB; vCPU: 96) Per Instance Per Month ^{c29}	£10,920.00
Cloud vCPU Intensive 9xLarge Instance (RAM: 70 GB; vCPU: 36) Per Instance Per Month ^{c30}	£3,900.00
Cloud vCPU Intensive 18xLarge Instance (RAM: 140 GB; vCPU: 72) Per Instance Per Month ^{c31}	£6,630.00
Additional Cloud Storage per 100GB Per Month ^{c32}	£78.00

1.3. Case Management for Public Sector

Description - Public Sector Case	(Annual Term - Price per Month)
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Management								
	<= 100	101 - 200	201 - 300	301 - 500	501 - 1,000	1,001 - 2,500	2,501 - 5,000	> 5,001
Platform User ^{D1}	£187.00	£155.21	£121.55	£112.50	£74.80	£65.45	£56.10	£46.75

Description - Public Sector Case Management	(Annual Term - Price per Month)					
	<= 200	201 - 500	501 - 1000	1001 - 2500	2501 - 5,000	>5,000
Application User ^{D2}	£70.00	£58.10	£46.90	£42.00	£35.00	£28.00

1.4. Legacy offerings*

Description	(Annual Term - Price per Month)							
	<= 100	101 - 200	201 - 300	301 - 500	501 - 1,000	1,001 - 2,500	2,501 - 5,000	> 5,000
Platform User II ^{E1}	£156.00	£129.48	£101.40	£93.60	£62.40	£54.60	£46.80	£39.00

Description	(Annual Term - Price per Month)							
	<= 100	101 - 200	201 - 300	301 - 500	501 - 1,000	1,001 - 2,500	2,501 - 5,000	> 5,000
Enterprise User License ^{E2}	£156.00	£129.48	£101.40	£93.60	£62.40	£54.60	£46.80	£39.00

Description	(Annual Term - Price per Month)						
	<3,000 users	<10,000	<30,000 users	<100,000	<300,000	<1 million	<3 million

		users		users	users	users	users
Account User - Individual Account ^{E3}	£1,950.00	£3,250.00	£5,525.00	£7,800.00	£11,375.00	£19,500.00	£26,000.00

Description	(Annual Term - Price per Month)					
	<1,000 users	<3,000 users	<10,000 users	<30,000 users	<100,000 users	<300,000 users
Account User - Institutional Account ^{E4}	£3,250.00	£5,200.00	£7,800.00	£11,375.00	£19,500.00	£26,000.00

Description	(Annual Term - Price per Month)					
	<= 200	201 - 500	501 - 1,000	1,001 - 2,500	2,501 - 5,000	> 5,000
Application User II ^{E5}	£59.00	£48.97	£39.53	£35.40	£29.50	£23.60

Description	(Annual Term - Price per Month)					
	<= 200	201 - 500	501 - 1,000	1,001 - 2,500	2,501 - 5,000	> 5,000
Application Specific User ^{E6}	£59.00	£48.97	£39.53	£35.40	£29.50	£23.60

Description	(Annual Term - Price per Month)				
	<= 500	501 - 1,000	1,001 - 2,500	2,501 - 5,000	> 5,000
Infrequent User ^{E7}	£7.02	£5.83	£4.70	£3.93	£3.16

Description	(Annual Term - Price per Month)				
	<= 1,000	1,001 - 5,000	5,001 - 10,000	10,001 - 100,000	> 100,000
Application Input-Only ^{E8}	£1.56	£1.25	£0.78	£0.39	£0.19

Description	One-off cost per application/environment
Cloud set up fee (One-off charged whenever new cloud instance/s are part of an order) ^{E9}	£3,900.00

Products identified with asterisk (*) are legacy products that are discontinued as new purchases and can only be purchased by a Customer that has already purchased the same product before and is seeking to renew its licence to that product.

1.5. Training

Description - Training Credits	Per person Per training day
Daily Rate ^{G1}	£710.00

Description - Instructor Led Sessions (# of training credits)	Per person
Appian Foundations (3) ^{G2}	£2,130.00
Appian Developer (5) ^{G3}	£3,550.00
Applied Development (5) ^{G4}	£3,550.00
Applied UI (2) ^{G5}	£1,420.00

Applied Data (2) ^{G6}	£1,420.00
Applied RPA (3) ^{G7}	£2,130.00
Advanced Process Modeling (3) ^{G8}	£2,130.00
Advanced Integrations (2) ^{G9}	£1,420.00
Accelerated Senior Developer (6) ^{G10}	£4,260.00
Application Administrator (2) ^{G11}	£1,420.00

Description - Subscription (unlimited training for a named user for 12 month duration)	Per subscriber per month
Monthly Rate ^{G12}	£591.67

Description - Certification Exam Vouchers	Per exam voucher
Rate ^{G13}	£144.00

2. Pricing footnotes

2.1. Core product

Footnote	Detail
A1	A Standard User Subscription allows a specific User to access and use the Cloud Offering an unlimited number of times during the Subscription Period solely to use the application identified in the line item above. The features of the Cloud Offering available to Standard Users are set out at docs.appian.com.
A2	An Advanced User Subscription allows a specific User to access and use the Cloud Offering an unlimited number of times during the Subscription Period solely to use the application identified in the line item above. The features of the Cloud Offering available to Advanced Users are set out at docs.appian.com.
A3	A Premium User Subscription allows a specific User to access and use the Cloud Offering an unlimited number of times during the Subscription Period solely to use the application identified in the line item above. The features of the Cloud Offering available to Premium Users are set out at docs.appian.com.
A4	A Minimal User may use the licensed application under either of the following limitations: (i) the User uses the application solely for the purpose of completing a single Appian form and viewing the status of the User's submission. This User may not engage in approval processes, complete tasks, or use the Cloud Offering for any purpose other than form submission or (ii) An external user (non-employee or contractor) uses the application for managing their account via access established through sign-up through the Appian Portals functionality or as may be pre-loaded as the new application to which the Users have access is placed into production. This User may not use the Cloud Offering to view information of other individuals or initiate action on behalf of other individuals.
A5	A Standard Platform User Subscription allows a specific User to access and use the Cloud Offering an unlimited number of times during the Subscription Period. Standard Platform User Subscriptions may be reassigned from time to time to new Users who are replacing former Users who have terminated employment or who have otherwise changed job status or function and no longer use the Cloud Offering. The features of the Cloud Offering available to Standard Platform Users are set out at docs.appian.com.
A6	An Advanced Platform User Subscription allows a specific User to access and use the Cloud Offering an unlimited number of times during the Subscription Period. Advanced Platform User Subscriptions may be reassigned from time to time to new Users who are replacing former Users who have terminated employment or who have otherwise changed job status or function and no longer use the Cloud Offering. The features of the Cloud Offering available to Advanced Platform Users are set out at docs.appian.com.
A7	A Premium Platform User Subscription allows a specific User to access and use the Cloud Offering an unlimited number of times during the Subscription Period. Premium Platform User Subscriptions may be reassigned from time to time to new Users who are replacing former Users who have terminated employment or who have otherwise changed job status or function and no longer use the Cloud Offering. The features of the Cloud Offering available to Premium Platform Users are set out at docs.appian.com.
A8	Starter Kit - Small - Application Subscription allows Subscriber to create and deploy the application identified in the line item above to up to 50 Users, who may use the application an unlimited number of times during the Subscription Period. The features of the Cloud Offering available to Advanced Users are set out at docs.appian.com.

A ⁹	Starter Kit - Application Subscription allows Subscriber to create and deploy the application identified in the line item above to up to 100 Users, who may use the application an unlimited number of times during the Subscription Period. Subscriber's Starter Kit subscription entitles Subscriber to use the features of the Cloud Offering available to Advanced Users as set out at docs.appian.com.
A1 ⁰	Appian Accelerate shall commence on the Order Effective Date, unless a Start Date is stated in the Order Terms above and continue for the number of months set forth above. The Services shall be provided as described in the Appian Accelerate General Terms and Conditions available at https://appian.com/accelerate-terms . Upon the expiration of the initial term during which Appian Accelerate is purchased, as described above, Appian Accelerate shall automatically renew for consecutive terms of the same duration and at the same terms, except that the pricing shall automatically increase by 5% over the pricing in the immediately preceding term on the first renewal term in each calendar year. Appian Accelerate shall not renew for an additional term if either party notifies the other party, in writing, of its desire to not renew the services at least 15 calendar days prior to the expiration of the then current term.
A11	Appian Accelerate shall commence on the Order Effective Date, unless a Start Date is stated in the Order Terms above and continue for the number of months set forth above. The Services shall be provided as described in the Appian Accelerate General Terms and Conditions available at https://appian.com/accelerate-terms . Upon the expiration of the initial term during which Appian Accelerate is purchased, as described above, Appian Accelerate shall automatically renew for consecutive terms of the same duration and at the same terms, except that the pricing shall automatically increase by 5% over the pricing in the immediately preceding term on the first renewal term in each calendar year. Appian Accelerate shall not renew for an additional term if either party notifies the other party, in writing, of its desire to not renew the services at least 15 calendar days prior to the expiration of the then current term.
A12	Appian Accelerate shall commence on the Order Effective Date, unless a Start Date is stated in the Order Terms above and continue for the number of months set forth above. The Services shall be provided as described in the Appian Accelerate General Terms and Conditions available at https://appian.com/accelerate-terms . Upon the expiration of the initial term during which Appian Accelerate is purchased, as described above, Appian Accelerate shall automatically renew for consecutive terms of the same duration and at the same terms, except that the pricing shall automatically increase by 5% over the pricing in the immediately preceding term on the first renewal term in each calendar year. Appian Accelerate shall not renew for an additional term if either party notifies the other party, in writing, of its desire to not renew the services at least 15 calendar days prior to the expiration of the then current term.
A13	Appian Accelerate shall commence on the Order Effective Date, unless a Start Date is stated in the Order Terms above and continue for the number of months set forth above. The Services shall be provided as described in the Appian Accelerate General Terms and Conditions available at https://appian.com/accelerate-terms . Upon the expiration of the initial term during which Appian Accelerate is purchased, as described above, Appian Accelerate shall automatically renew for consecutive terms of the same duration and at the same terms, except that the pricing shall automatically increase by 5% over the pricing in the immediately preceding term on the first renewal term in each calendar year. Appian Accelerate shall not renew for an additional term if either party notifies the other party, in writing, of its desire to not renew the services at least 15 calendar days prior to the expiration of the then current term.

2.2. Industry Solutions

Footnote	Detail
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c ¹ , c ² , c ³	The Connected Onboarding Solution License allows Customer to deploy, configure, and maintain the Connected Onboarding Solution ("Solution") in the Appian Software for use with respect to creating an application to manage the process of on-boarding a new institutional customer and as described in the documentation for the Application. Appian will provision Customer with the objects and files necessary to deploy the Solution. Customer may deploy the Solution and any customized application built using the Solution for an unlimited number of users, however, usage of the application will be limited to employees of Customer and the external customers engaged in onboarding. Customer's use of the Solution is subject to the same subscription terms and restrictions that apply to Customer's usage of the baseline Appian Software under the Agreement. The Solution is considered Appian confidential information as that term is defined in the Agreement. Appian will indemnify Customer from third party intellectual property infringement claims arising from Customer's authorized use of the Solution, subject to the same indemnification terms and restrictions that apply to Customer's use of the Appian Software under the Agreement.
c ⁴ , c ⁵ , c ⁶	The Connected Servicing Solution Subscription allows Subscriber to deploy, configure, and maintain the Connected Servicing Solution (the "Solution") in the Cloud Offering for use with respect to creating an application to manage the processes of creating institutional customer service requests, managing institutional customer information, managing service request templates, managing service request workflows, and managing institutional customer documents as described in the Documentation for the Solution at docs.appian.com. Appian will provision Subscriber with the objects and files necessary to deploy the Solution. Subscriber may deploy the Solution and any customized application built using the Solution for an unlimited number of Users, however, usage of the application will be limited to employees of Subscriber. Subscriber's use of the Solution is subject to the same Subscription terms and restrictions that apply to Subscriber's usage of the baseline Cloud Offering under the Agreement. The Solution is considered Appian confidential information as that term is defined in the Agreement. Appian will indemnify Subscriber from third party intellectual property infringement claims arising from Subscriber's authorized use of the Solution, subject to the same indemnification terms and restrictions that apply to Subscriber's use of the Cloud Offering under the Agreement.
c ⁷ , c ⁸ , c ⁹	The Requirements Management Solution License allows Customer to deploy, configure, and maintain the Requirements Management Solution ("Solution") in the Appian Software for use with respect to creating an application to manage the process of creating, revising, and reviewing Customer's contracting requirements as a part of Customer's procurement processes. Appian will provision Customer with the objects and files necessary to deploy the Solution. Customer may deploy the Solution and any customized application built using the Solution for an unlimited number of Users, however, Users of the application will be limited to employees of Customer (as such Customer is defined above). Customer's use of the Solution is subject to the same subscription terms and restrictions that apply to Customer's usage of the baseline Appian Software under the Agreement. The Solution is considered Appian confidential information as that term is defined in the Agreement. Appian will indemnify Customer from third party intellectual property infringement claims arising from Customer's authorized use of the Solution, subject to the same indemnification terms and restrictions that apply to Customer's use of the Appian Software under the Agreement.
c ¹⁰ , c ¹¹ , c ¹²	The Appian Workforce Safety License allows Client to deploy, customize, configure, and maintain the Appian Workforce Safety Application ("Application") in the Appian Software for use with respect to managing the processes of managing issues arising from crisis response and return-to-work after crises, including employee readiness case management, return to work screening and rules application, and readiness certification as described in the documentation for the Application. Appian will provision Client with the objects and files necessary to deploy the Application. Client may deploy the Application for an unlimited number of employees and independent contractors working at the Client's facilities and offices. Client's use of the Application is subject to the same subscription terms and restrictions that apply to Client's usage of the baseline Appian Software under the Agreement. The Application is considered Appian confidential information as that term is defined in the Agreement. Appian will indemnify Client from third party intellectual property infringement claims arising from Client's authorized use of the Application, subject to the same indemnification terms and restrictions that apply to Client's use of the Appian Software under the Agreement.
c ¹³ , c ¹⁴ , c ¹⁵	The CampusPass Subscription allows Subscriber to deploy, customize, configure, and maintain the CampusPass Application ("Application") in the Cloud Offering for use with respect to managing the processes of managing issues arising from crisis response and return-to-university after crises, including readiness case management, return to university screening and rules application, and readiness certification as described in the documentation for the Application. Appian will provision Subscriber with the objects and files necessary to deploy the Application. Subscriber may deploy the Application for an unlimited number of students, faculty, staff, vendors, and visitors at the Subscriber's locations. Subscriber's use of the Application is subject to the same subscription terms and restrictions that apply to Subscriber's usage of the baseline Cloud Offering under the Agreement. The Application is considered Appian confidential information as that term is defined in the Agreement. Appian will indemnify Subscriber from third party intellectual property infringement claims arising from Subscriber's authorized use of the Application, subject to the same indemnification terms and restrictions that apply to Subscriber's use of the Cloud Offering under the Agreement.
c ¹⁶ , c ¹⁷	The Appian Cloud PCI infrastructure is certified with having compliance against the PCI Data Security Standards (DSS). Appian Cloud operates under a shared security controls model where Appian certifies the infrastructure and the Client is responsible for ensuring their applications are designed in accordance with the required PCI requirements. PCI Compliance price is per Appian Cloud instance. Appian will add resources to the Provisioning of an additional 2 virtual machines, each with a maximum resource allocation of 15 GB of memory, 2 virtual cores and 100 GB of storage.

c1 ⁸	A Planned Snapshot is defined as a backup for a single Appian Cloud instance (data and configurations) which is taken on-demand at a mutually agreed time, generally within normal business hours. A Planned Snapshot is requested in writing by the Client to Appian Technical Support with reasonable notice. The Planned Snapshot is retained for 90 days.
c1 ⁹	A Rollback to Planned Snapshot is defined as the reversion of an Appian Cloud instance to an existing Planned Snapshot of the same Appian instance. The existing instance's data will not be retained following the Rollback to Planned Snapshot. The current instance resource allocation must be equal to the resource allocation of the instance when the Planned Snapshot occurred. A Rollback to Planned Snapshot is requested in writing by the Client to Appian Technical Support and occurs at a mutually agreed time, generally within normal business hours. A maintenance window will be required.
c2 ⁰	A Data Refresh is defined as the copying of all of the data and configurations residing on one Appian Cloud instance to replace the data and configurations residing on another Appian Cloud instance in its entirety. The source and target instance resource allocation must be equal in order to perform a Data Refresh. The target instance's prior data and configurations will not be retained. A maintenance window will be required for the target instance. A maintenance window may be required for the source instance.

2.3. Case management for Public Sector

Footnote	Detail
D1	<p>The Public Sector Case Management Application User License allows Customer to use the Public Sector Case Management Application described at docs.appian.com (the "Application") to create case management applications and deploy them to the number of Public Sector Case Management Platform Users in the line item set forth above.</p> <p>Customer's use of the Application is subject to the same subscription terms and restrictions that apply to Customer's usage of the baseline Appian Software under the Agreement. The Application is considered Appian confidential information as that term is defined in the Agreement. Appian will indemnify Customer from third party intellectual property infringement claims arising from Customer's authorized use of the Application, subject to the same indemnification terms and restrictions that apply to Customer's use of the Appian Software under the Agreement.</p>
D2	<p>The Public Sector Case Management Application User License allows Customer to use the Appian Software and the files comprising the Public Sector Case Management Application described at docs.appian.com (the "Application") to create a single case management application and deploy it to the number of Public Sector Case Management Application Users in the line item set forth above. For the purposes of clarity, a "case management application" is a process or series of processes related to an operational function involving specific instance of a matter to be processed. An operational function is dedicated to achieving a specific outcome, e.g., grant approvals, handling a service complaint, etc. An "application" cannot be defined by a generic purpose ("case management application") or generic functional area ("finance application").</p> <p>Customer's use of the Application is subject to the same license terms and restrictions that apply to Customer's usage of the baseline Appian Software under the Agreement. The Application is considered Appian confidential information as that term is defined in the Agreement. Appian will indemnify Customer from third party intellectual property infringement claims arising from Customer's authorized use of the Application, subject to the same indemnification terms and restrictions that apply to Customer's use of the Appian Software under the Agreement.</p>

2.4. Legacy Offerings*

Footnote	Detail
E ¹	A Platform User II Subscription allows a specific User to access and use the Cloud Offering an unlimited number of times during the Subscription Period. Platform User II Subscriptions may be reassigned from time to time to new Users who are replacing former Users who have terminated employment or who have otherwise changed job status or function and no longer use the Cloud Offering.
E ²	An Enterprise User License allows a specific User to access and use the Appian Software an unlimited number of times during the License Period. Enterprise User Licenses may be reassigned from time to time to new Users who are replacing former Users who have terminated employment or who have otherwise changed job status or function and no longer use the Appian Software.
E ³	An Individual Account User is a User that is a person that is a customer or external member of Subscriber's organization that accesses the Cloud Offering solely for the purpose of interacting with their personal account with Subscriber. An Individual Account User may not use the Cloud Offering to view information of other individuals or initiate action on behalf of other individuals. Individual Account User access must be established a sign-up through the Appian Portals functionality or as may be pre-loaded as the new application to which the Individual Account Users have access is placed into production.
E ⁴	An Institutional Account User is a User that is a person who represents an entity or group of individuals or entities (i.e., their own customers) that access the Cloud Offering solely for the purpose of interacting with Subscriber with respect to the account they use on behalf of the entity or group they represent. To the extent that an entity has multiple persons representing them with Subscriber, each individual representative with Appian User login credentials shall be considered an Institutional Account User. Institutional Account User access must be established a sign-up through the Appian Portals functionality or as may be pre-loaded as the new application to which the Institutional Account Users have access is placed into production.
E ⁵	An Application User II Subscription allows a specific User to access and use the Cloud Offering an unlimited number of times during the Subscription Period solely to use the application identified in the line item above. Application User II Subscriptions may be reassigned from time to time to new Users who are replacing former Users who have terminated employment or who have otherwise changed job status or function and no longer use the Cloud Offering.
E ⁶	An Application Specific User License allows a specific User to access and use the Appian Software an unlimited number of times during the License Period solely to use the application identified in the line item above.
E ⁷	An On Premises Infrequent User License is a license that allows a User to access the Appian Software up to three times in any calendar month. If an On Premises Infrequent User's access extends from one day to another, each day counts as an access. Should an On Premises Infrequent User access the Appian Software more than three times in a calendar month, Customer shall seek to upgrade such User to become at least an Application User at Appian's current list price, or other such price agreed by the parties.
E ⁸	A Cloud Application Input Only User Subscription is a User (internal to Subscriber's organization or external) who may use the Cloud Offering to submit forms or requests only to a single Appian application and view their submissions in the Cloud Offering. Cloud Application Input Only Users may not engage in approval processes, complete tasks, or use the Cloud Offering for any purpose other than form submission and viewing.

Products identified with asterisk (*) are legacy products that are discontinued as new purchases and can only be purchased by a Customer that has already purchased the same product before and is seeking to renew its licence to that product.

2.5. Training

Footnote	Detail
G ¹ , G ² , G ³ , G ⁴ , G ⁵ , G ⁶ , G ⁷ , G ⁸ , G ⁹ , G ¹⁰ , G ¹¹	Each Training Day allows one Client employee, contractor or consultant ("Trainee") to attend one day of Appian instructor-led training services, that will be provided either as a private class ("Private Training") delivered onsite at Client's location or virtual via web conferencing ; or as a public class ("Public Training") delivered virtually via web conferencing or onsite at an Appian location. Private Training and Public Training are collectively referred to as "Training". Available courses, course schedules and course descriptions are available on Appian's website, https://community.appian.com/training/ or other URL as notified to Client in writing from time to time (the "Site"). Courses are automatically updated to reflect the latest version of the Appian software, where appropriate.
G ¹²	The Appian Training Subscription shall commence on the Order Effective Date, unless a Start Date is stated in the Order Terms above, and continue for the number of months set forth above. For purposes of the Training Subscription, a Unit is equal to one (1) Named User. The services that are included in the Training Subscription shall be provided as described below. Subscriber will provide a list of the Named Users to Appian prior to the start date of the Training Subscription. Only designated Named Users may take advantage of the Training Program during the course of the Subscription. A "Named User" is a unique individual that is an employee or independent contractor of Subscriber. Subscriber may only replace a Named User on this subscription if the individual has terminated their employment with Subscriber or has been permanently reassigned to a new role that does not involve their use of Appian.
G ¹³	In exchange for the Certification Examination Fee, Appian will provide the purchasing entity with the number of certification examination vouchers described in this Order Form. Each certification examination voucher allows one person to take one Appian certification examination one time. The purchasing entity is responsible for managing its certification examination vouchers. Appian is not responsible for replacing lost or stolen certification examination vouchers. The certification examination will be provided by Appian or Appian's third-party examination proctoring service. Certification examination vouchers expire one year after the Order Effective Date. Certification examination vouchers not used in this time may not be redeemed for cash or credit. The individual taking the certification examination will be required to accept Appian's standard terms regarding examination conduct and using any recognition earned from passing the examination.

3. Pricing guidance notes

- 3.1. The above user pricing is the same for both Appian Cloud and Appian Self-Managed customers (private cloud).
- 3.2. The minimum purchase is for 100 Standard or Application-Specific licences.

- 3.3. Annual standard maintenance is included in the above monthly fee for the Appian Cloud hosted offering.
- 3.4. The first Appian Cloud licence a new customer purchases comes with three cloud instances included in the licence price being one X-Large Prod and two Large non-prod. Customers can choose the location of their instances from the ones listed here: <http://status.appiancloud.com/>.
- 3.5. Quarterly Appian platform upgrades (new software releases) are included, without disruption to the applications already built on the Appian platform (due to Appian's low-code capabilities).
- 3.6. The customer may contract for a 12-36 month term, with the option to extend its subscription for a further 12 months as specified in the initial G-Cloud 14 call-off contract.
- 3.7. All prices are exclusive of VAT.
- 3.8. Minimum term of 12 months unless otherwise stated or agreed.
- 3.9. Fees payable annually in advance.
- 3.10. The Legal Terms set out in this document are current as at the date of publication.

4. Framework Lot details

Lot 1 - Hosting costs

Appian Cloud is purchased on a subscription basis and includes hosting of the Appian Low Code software platform and customer-specific process-automation applications as part of the software costs. Please see the "Lot 2 – Cloud Software Costs" section below for pricing details. Also, for a description of what is included with Appian Cloud hosting, please see our "Service Definition Document." Please note that additional Appian Cloud Hosting infrastructure can only be purchased if you already have bought Appian Software subscriptions.

Lot 2 - Cloud Software Costs

Appian Cloud is sold as one complete, fully integrated Platform as a Service solution. Each licensed user is granted full and complete access to all integrated components of the Appian Low-Code Automation Platform™ software which underpins the Appian low-code cloud offering.

Appian Software (as distinct from Appian Cloud Software) is a software licence only. This enables customers to purchase our platform software and deploy this on your own private cloud infrastructure.

Lot 3 - Support Costs

Appian Cloud/Self-managed includes Standard software support and maintenance (described in our "Service Definition Document") as part of the subscription service, as well as assistance to customers initially transitioning to a cloud-based environment. Please see the preceding "Lot 2 – Cloud Software Costs" section for Appian Cloud pricing.

Basic Support is included with the purchase of an Appian software subscription. Standard Support on Appian Cloud includes technical support during local business hours and at 99.8% SLA.

Essential support includes all the features of Basic support plus phone support, enhanced response times and 24x5 support for priority 1 and 2 cases, charged at 12%.

Advanced support provides 24x7x365 support at additional cost. Advanced Support offers resources for customers that are running mission critical applications on Appian. Advanced Support for Appian Cloud provides High Availability configuration for a

single production instance, 24x7x365 support for critical issues, expedited overall response time with SLAs, and additional Appian Cloud capabilities. Advanced Support customers have a 99.95% SLA with Appian Cloud. Advanced support is charged at 18% or \$2,500 per month minimum (or currency equivalent) whichever is higher of the customers subscription charge.

Enterprise Support option provides all the benefits of Advanced Support plus additional services such as an assigned Lead Support Engineer, enhanced infrastructure for customers with large-scale Appian Cloud deployments, globally distributed teams, and advanced security compliance and audit requirements. It provides 24x5 support for all case priorities from any of our global support locations (USA, Europe and Australia). Enterprise Support customers have a 99.99% SLA with Appian Cloud. Enterprise support is charged at 25% or \$5,000 per month minimum (or currency equivalent) whichever is higher of the customers subscription charge.

A detailed description of Appian Support can be found in the Appian Service Definition document.

5. Appian points of contact

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