

XMA Limited - Salesforce Slack

Detailed Pricing

This document outlines the pricing and a summary of what is included for Slack Pro, Business+ & Enterprise Grid plans. For comparison purposes, Slack has also included this summary against what is included in the Free Plan.

Slack Product Plan	Unit	
Description	Unit	Pricing
Slack Pro (125 user min.)	User/year	£68.10
Slack Business + (70 user min.) *	User/year	£115.47
Slack Enterprise Grid (100 user min.) *	User/year	£296.09
Add on module for Enterprise Grid	Unit	Pricing
Enterprise Key Management	User/year	£47.37
Slack Sales Elevate *	User/year	£568.49
Slack Platform - Additional Premium Workflow Runs (1,000) *	Per Pack	£39.48
Slack AI	Unit	Pricing
Slack AI Pro or Business Plus *	User/year	£94.75
Slack AI for Enterprise *	User/year	£189.50

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Description	Term
*	Products identified with asterisk (*) are Phased Out Products. Phased Out Products can only be purchased by a Customer that has already purchased the same Phased Out Product before and continues using the Phased Out Product at least until the end of the term identified in the new Order Form.
Fair Billing	Invoicing is annual, in advance according to our Fair Billing Policy and our ELA terms
Slack True-Up	"Slack True-up: The User Threshold represents the amount of users for which Customer is invoiced. The initial User Threshold is the initial quantity of users ordered in the Order Form. Salesforce may invoice Customer for additional users, on a prorated basis, if and when the User Threshold increases. The User Threshold will increase whenever there is an increase in the quantity of users ordered; by way of example, (1) where an Order Form includes multiple Order Terms, the quantity of users may increase in later Order Terms, or (2) if Customer executes an add-on Order Form. The User Threshold may increase by true-up. If the quantity of active users exceeds the then-current User Threshold the day before any Annual True-Up Date, Salesforce may invoice Customer for the number of excess users and the User Threshold shall be increased by such number going forward. Guidance regarding how Annual True-Up Dates for an Order Term are determined can be found in the Documentation made available at: https://sfdc.co/b9iTDI . The User Threshold may also increase at the beginning of a renewal term. Unless otherwise set forth in a signed renewal Order Form, the User Threshold for renewal shall be the greater of: (a) the User Threshold as of the Order End Date for the expiring Order Term; or (b) the quantity of active users 45 days prior to such Order End Date."
Enterprise Grid purchases	An Enterprise license agreement ("ELA") is required for all Enterprise Grid purchases and is also available for larger Business + contracts above 500 users (please reach out to Slack for more details on our ELA options).

The following table outlines the key differences between each plan. For comparison purposes, Slack has also included this summary against what is included in its Free Plan:

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	Free	Pro	Business+	Enterprise Grid
Productivity & collaboration				
<u>Message and file history</u>	90-day access	✓	✓	✓
<u>Slack huddles</u>	One-on-one only	✓	✓	✓
<u>Audio and video clips</u>	✓	✓	✓	✓
<u>Work with external people</u>	One-on-one only	✓	✓	✓
<u>Slack canvases</u>	Channels and DMs only	✓	✓	✓
<u>Custom templates</u>				✓
<u>Customizable sections</u>		✓	✓	✓
<u>Slack Atlas</u>			Add-on	✓
<u>Slack AI</u>				Add-on
Automation tools				
<u>Integrations with other apps</u>	10	✓	✓	✓
<u>Workflow Builder</u>		✓	✓	✓
<u>Custom workflow steps</u>		✓	✓	✓
<u>Deploy apps to Slack infrastructure</u>		✓	✓	✓

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	Free	Pro	Business+	Enterprise Grid
Automation usage				
Total published workflows or integrations with other apps		Unlimited	Unlimited	Unlimited
Standard workflows		✓	✓	✓
Premium workflows		1000 runs/month	2000 runs/month	5000 runs/month
Security				
Data encryption at rest and in transit	✓	✓	✓	✓
Two-factor authentication	✓	✓	✓	✓
OAuth with Google		✓	✓	✓
SAML-based single sign-on (SSO)			✓	✓
Slack Enterprise Key Management				Add-on
Integration with Enterprise Mobility Management (EMM)				✓

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	Free	Pro	Business+	Enterprise Grid
Compliance				
Custom retention policies for messages and files		✓	✓	✓
Data exports for all messages			✓	✓
Support for HIPAA compliance				✓
Administration				
Workspaces	1	1	1	Unlimited
Manage channel posting permissions	Limited to #general channel only	Limited to #general channel only	Unlimited number of channels	Unlimited number of channels
Custom User Groups		✓	✓	✓
User management with SCIM provisioning			✓	✓
Support for integrations with Data Loss Prevention (DLP), e-Discovery, and offline backup providers				✓
Domain claiming				✓
Custom Terms of Service				✓

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	Free	Pro	Business+	Enterprise Grid
Support				
Access to customer support	Standard support	24/7 support	24/7 support with four-hour first response time	24/7 priority with four-hour first response time
99.99% guaranteed uptime SLA			✓	✓

Further information is available at <https://slack.com/intl/en-gb/pricing>