



Pricing Model

The Construct



Platform Fee

The Construct



STANDARD EDITION

£40k

Workspace and users

- Unlimited standard workspaces and users
- Automation HQ admin workspace

Product capabilities

- Application Integration
- Process automation
- Conversational bots (Slack, Teams)

Connectivity

- Unlimited connections
- Connector SDK
- 3 enterprise Workbots

Lifecycle Management and Operations

- 3 environments/workspaces
- Test automation
- Automated Recipe Monitoring

Security, Governance and Data Protection

- SAML/SSO, MFA Authentication, JIT provisioning
- RBAC (standard and custom roles)
- Custom OAuth profiles
- 30-day log retention (fixed)

BUSINESS EDITION

£70k

STANDARD+

Product Capabilities

- 10 workflow app users
- Data integration (ETL, ELT, reverse ELT)
- API platform
- Workato Insights

Connectivity

- 10 total active On-Premise Agents for on-prem connectivity
- 10 total enterprise Workbots (Slack/Teams)

Lifecycle Management and Operations

- Log service
- Dependency Graph
- Platform APIs (user, workspace, recipes, projects)

Security, Governance and Data Protection

- Data Masking
- Runtime user connections
- Activity Audit
- Encryption key per customer, hourly rotation

Concurrency

- 15 per Automation HQ

BUSINESS EDITION

£70k

BUSINESS+

Product Capabilities

- Event Streams

Connectivity

- 30 total active On-Premise Agents for on-prem connectivity
- Unlimited Enterprise Workbots (Slack/Teams)

Security, Governance and Data Protection

- SCIM provisioning
- External Secrets Manager
- Enterprise Key Management (BYOK)
- Audit Log Streaming
- Flexible 90-day data retention
- Zero data logging

Concurrency

- 30 per Automation HQ

Usage

Task Based Pricing – High Volume Recipes – Workato Apps



Standard Tasks

Task Based Pricing

Starting at £10.8k per 1M tasks/year

Discounted Pricing Tiers by Task Volume

Bundles

(for all recipes)

	High Volume Recipe usage	Cost starting at
High Volume	4-15M tasks/year	£32.4k / recipe
Very High Volume	15-30M tasks/year	£48.6k / recipe
Extreme	>30M tasks/year	Custom

Workato Apps
£5k per App

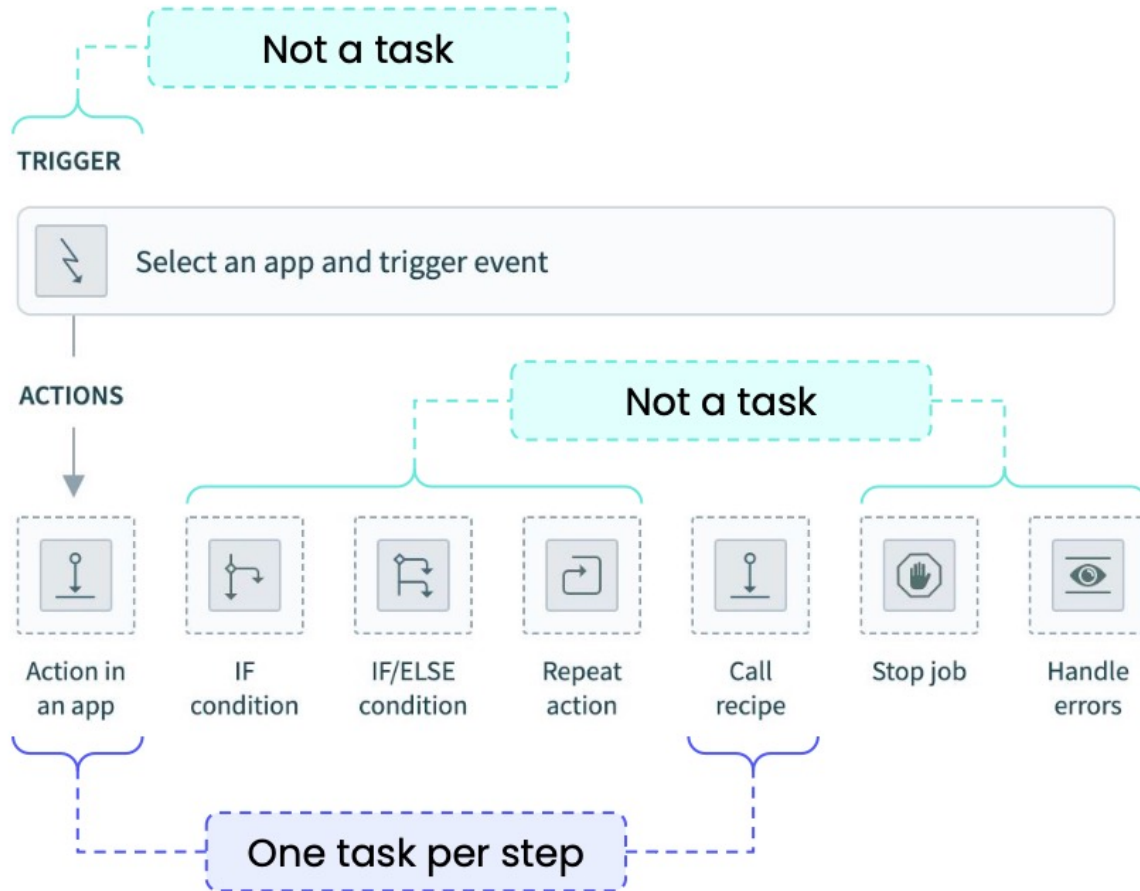
Task Tiers by Volume + High Volume Recipes



Pricing Tiers by Task Volume	Cost / 1M Standard Tasks	HVR Tier 1 (4-15M)	HVR Tier 2 (>15-30M)	HVR Tier 3 (>30M)
≥ 1M tasks/year	10,800	32,400	48,600	Custom
≥ 5M tasks/year	10,485	31,455	47,183	Custom
≥ 10M tasks/year	10,035	30,105	45,158	Custom
≥ 15M tasks/year	9,540	28,620	42,930	Custom
≥ 25M tasks/year	9,000	27,000	40,500	Custom
≥ 50M tasks/year	8,370	25,110	37,665	Custom
≥ 75M tasks/year	7,695	23,085	34,627	Custom
≥ 100M tasks/year	7,065	21,195	31,792	Custom
≥ 150M tasks/year	6,435	19,305	28,958	Custom
≥ 250M tasks/year	5,850	17,550	26,325	Custom
≥ 350M tasks/year	5,265	15,795	23,692	Custom
≥ 500M tasks/year	4,725	14,175	21,263	Custom

* True-ups at any time

What is a task?



- Workato recipes are built using a trigger and multiple actions to handle the trigger event.
- A task is a unit of work that occurs every time a recipe performs an action that requires compute resources.
- Every time a recipe invokes an action provided by a connector counts as one task.
- Each task for the action in an app could be a single operation or batch/bulk operation.
- Trigger and other flow control actions are not counted as tasks.
- Workato's Success Team partners with our clients to ensure design best practices are followed to **optimise consumption**.

Onboarding Packages

Onboarding Packages



Basic
£5,000

6 Weeks
includes up to 20 hours

Consulting:

- Platform & environment setup
- Enablement assistance
- Implementation guidance and support
- Production readiness assessment

Quick Start
£10,000

6 Weeks
includes up to 40 hours

Consulting:

- Platform & environment setup
- Enablement assistance
- Implementation guidance and support
- Production readiness assessment
- **Core** best practices guidance

Jump Start
£20,000

6 Weeks
includes up to 80 hours

Consulting:

- Platform & environment setup
- Enablement assistance
- **Extended** implementation guidance and support
- Production readiness assessment
- **Extended** best practices guidance

Terms:

Onboarding must begin within 45 days from the Effective Date.

Onboarding hours expire after 90 days from initial start date

Support & Service Packages

Support Plans



Standard

Included in Subscription

INCLUDES

- **8x5 Standard** support and response times
- **24x7 access** to Workato Success Portal
 - Automation institute
 - Product documentation
 - Community Forums / product knowledge.

Premier

15% of License

INCLUDES

- **12x5 Premier** support and response times
- Monthly automation guidance from a technical consultant (up to 1hr)
- **24x7 access** to Workato Success Portal
 - Automation institute
 - Product documentation
 - Community Forums / product knowledge.

Enterprise

25% of License

INCLUDES

- **27/7x365 Enterprise** support and response times
- Expedited crisis management
- Designated technical consultant (up to 1hr/week) for office hours
- Designated Success Representative
- Business Reviews
- Value realisation report
- **24x7 access** to Workato Success Portal
 - Automation institute
 - Product documentation
 - Community Forums / product knowledge.

Response – Service Level Agreements (SLAs)

Upon receipt of a support request, Workato will investigate the issue and provide the customer with a response to each incident in accordance with the applicable Workato Support service plan as set forth in the table below.

Support Plan & Hours		Response Time*			
Support Plan	Support Hours*	Severity 1	Severity 2	Severity 3	Severity 4
Standard	Monday-Friday 8:00am-5:00pm	4 Business Hours	8 Business Hours	4 Business Days	7 Business Days
Premier	Monday-Friday 6:00am-6:00pm	2 Business Hours	4 Business Hours	3 Business Days	5 Business Days
Enterprise	24/7 x 365	1 Hour	1 Hour	2 Business Days	3 Business Days

* Business Hours will exclude local public holidays and are based on local times in accordance with the customers location

Severity Definitions

Severity Designation: Workato's Product Support team will assess the severity of the Customer's reported issue, assign a severity level as set forth in the following table. The Customer must provide full details of the issue including the steps necessary to enable Workato to reproduce the problem.

Severity	Definitions
Severity 1	Major service disruption - No workaround exists Issues that significantly impact the performance and functionality of all major features of the Workato platform causing severe disruption to customer's use of the Workato platform. Environment/Workspace: Production
Severity 2	Key functionality is impaired - Temporary workaround available Issues that significantly impact the performance and functionality of a key feature of the Workato platform that causes significant disruption of customer's use of the Workato platform. Environments/Workspace: Production, Test/UAT
Severity 3	Moderate impact - Reasonable workaround available Issues that impact the performance and functionality of a feature of the Workato platform that causes some degradation in customer's use of the Workato platform. Environments/Workspace: Production, Test/UAT, Dev
Severity 4	Minor impact Issues that are minor, cosmetic, usability or documentation-related issues or general product feature/function queries. Environments/Workspace: Production, Test/UAT, Dev

Enterprise Support Plan

Designated Technical Consultant Office Hours



TC Office Hours

1 hour / week

Office Hours supported by the designated Technical Consultant may include:

- Architecture & design guidance
- SDK connector guidance
- Recipe build guidance
- Workato best practices and feature enablement
- Recipe optimization guidance
- Automation troubleshooting

Unused hours do not roll over to subsequent weeks or months.
DOES NOT include:

- Hands-to-keyboard development
- Strategic advisory

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