Section 2: Workflow based Subscription Plan FAQs

What is the Workflow based subscription plan?

With the Workflow based annual subscription plans, customers can buy as many workflows as they need, and deploy them however they like, across SharePoint on-premises, Office 365 and Nintex Workflow Cloud. Subscription licensing also gives customers access to the full Nintex Workflow platform, across Workflow, Forms and Mobile (plus Hawkeye and App Studio with the Enterprise Edition).

Will both standard and enterprise editions be available under the Workflow based subscription plans?

Yes, both standard and enterprise editions are available under the Workflow based subscription plans.

Are there different pricing tiers, within the Workflow based subscription plans?

Yes, the pricing for the Workflow based subscription plans is based on the number of workflows being purchased by the customer.

Where is the price list for the Workflow based subscription plans?

If you are an authorized reseller of Nintex with an active VAR contract, please visit the Pricing Center in Partner Central, or reach out to your Nintex representative.

How many web front-end servers can a customer put in production using the subscription model?

The goal is to match a customer's on-premises needs to their subscription needs. There is no hard limit, but Nintex will use a reasonable use policy to ensure the customer is in the correct subscription range for their physical farm. For example, if a customer has a 20 Workflows Plan, it would make little sense to have 20 web front ends in production. Nintex will approve exceptions to the reasonable use policy after reviewing the customer's needs and will make sure the usage rights are aligned.

The standard policy is:

- • 2-4 web front ends per 2500 employees
- • 1-2 web front ends per 100 workflows

Can a customer add more workflows at a set price during the term of the agreement?

Customers can purchase additional workflows (minimum of 5 workflows) at the "Annual Per Unit Price" at the customer's current tier

How will the reporting be done to track the workflows built in Office365 and on-premises?

Reporting will be done using in-product telemetry for Office 365 or through the Know Your Workflow script for SharePoint On-Premises. Nintex plans to enhance in-product telemetry on an on-going basis to help customers and partners with improved reporting. Confidential 4

How will pricing/ adding workflows be handled if a customer goes through their allotted allowance of workflows?

Nintex will work with the customer to either bring their workflow usage within their allotted allowance, or get them to buy additional workflows or move to a higher plan, as appropriate for their business needs.

Can a client downsize their workflow band at renewal?

Clients can downsize their workflow band at the end of a term. They can reduce the number workflows (i.e. from 20 to 5) if that satisfies the usage of production workflows.

My customer / organization has many small discrete workflows with a small number of actions. What's the impact to such customers, under the Workflow based subscription pricing?

Recognizing that this is a common scenario, Nintex is introducing a concept called Limited Action Workflows that are not counted against the customers' workflow limit.

What is a Limited Action Workflow?

Workflows that have less than or equal to five actions and don't start another workflow will be considered as Limited Action Workflows. These workflows won't be counted towards the workflow limits. This will allow customers to automate simple common business scenarios without adversely impacting a customer's workflow allowance. For example, a simple approval workflow to route a document to my manager for approval which consists of three simple actions would be free.

What actions cannot be used in a Limited Action Workflow?

A Limited Action Workflow cannot use any Nintex Design Action that is used to initiate a separate Nintex workflow, these include:

- • Start Workflow actions
- • A Web Service action used to initiate another Nintex Workflow
- • A User Defined Action containing either of the above actions

Will a Limited Action Workflow be counted against the workflow allowance?

No. Any workflow that meets Nintex's definition of Limited Action will not be counted against the workflow allowance.

What if a customer uses a User Defined Action (UDA) in the Limited Action Workflow?

Customers can leverage a UDA in a Limited Action Workflow. The actions within the UDA will be counted towards the 5-action count, so if the total Nintex Design Actions in the Limited Action Workflow and actions within the UDA being called are greater than five, the Limited Action Workflow will be considered a Nintex workflow.

Are all Nintex design actions counted towards the 5-action count in a limited action workflow?

The following actions are NOT counted against the 5-action count for limited action workflows:

- • Log to History (On-premises and Office 365)

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- • •Commit Pending Changes (On-premises)
- • •Hawkeye Start Stage Beacon (On-premises and Office 365)
- • •Hawkeye End Stage Beacon (On-premises and Office 365)
- • •Hawkeye X Stage Beacon (On-premises and Office 365)
- • •Set Workflow Status (On-premises and Office 365)

•Pause (On-premises and Office 365)

All other actions count towards the 5-action count for limited action workflows.

How are allowances calculated for Nintex Forms?

For each workflow purchased, a customer will have an allowance of five (5) standalone Nintex Forms. A standalone form is considered a form that is not backed by a workflow process (Start Form) or part of a Nintex Workflow Action.

For example, if a customer purchased 5 workflows, they would be able to create 25 list forms using Nintex Forms.

Will a workflow that has a start form and some task forms impact the forms allowance?

No, only Nintex Forms for SharePoint Lists or Document Libraries that do not initiate a workflow process are counted.

Will Nintex Forms for Office 365 that start a process be included in a license count?

No. Nintex Forms for Office 365 does not have true 'start forms'.

What happens if multiple Nintex Forms are associated to multiple content types in SharePoint / Office 365? How are these counted?

If a customer has multiple start forms associated to different content types in SharePoint / Office 365, these are considered individual Nintex Forms and will be counted towards the Allowable Forms Limit.

Are Start Forms included in the license counts?

No, a start form that feeds a workflow process is not subject to licensing counts.

Are Task Forms included in the license counts?

No, Task forms created as part of a task action are not subject to license counts.

Are List Forms published to Nintex Live subject to additional license counts?

No, enabling a List form for Nintex Live will not accrue any additional licensing.

Are there any license considerations if a customer creates more than one layout for a Nintex Form?

No, customers can have as many layouts as they wish for a specific Nintex Form without impacting the licensing. Confidential 6

Are there any additional licensing considerations if a customer chooses to publish a Nintex Form into Nintex Mobile?
No, publishing a form to Nintex Mobile is considered the same as publishing a layout (above).

What about Nintex Forms with a small number of controls? Is there a limited control form concept?
No.

If a Nintex Workflow that's on-premises calls up to the cloud, is this considered more than one workflow for licensing purposes?
No, if the workflow design is calling external services such as Office 365, DocuSign or Salesforce from within the same workflow design, it is considered a single workflow for licensing purposes.

If a Nintex Workflow that's on-premises triggers another workflow in Nintex for Office 365, is this considered one workflow for licensing purposes?
No. These are considered two separate workflows and are subject to the rules on how Workflows are counted.

If a Nintex Workflow with more than 5 actions initiates a limited action workflow, are both counted towards the Workflow Limit?
No. Nintex only counts the non-limited action workflows.

How will reusable content type workflows be accounted for on-premises?
A reusable content type workflow is counted as a Nintex workflow once it has been deployed to at least one list or library. Each time it is utilized on additional lists or libraries it is further counted as an additional workflow. For example, a single reusable content type workflow deployed to 20 lists across a farm would be counted as 20 Nintex Workflows.

If a customer pays for each workflow and form created, how can they develop new workflows or forms without impacting their available licensed allowances?
Depending on the plan level and edition type, customers have a development allowance to ensure they can create new and maintain non-production versions of their process and forms. With Standard Edition, customers get dev/test workflows and forms equal to twice the number of production workflows and forms within their Workflow plan. With Enterprise Edition, customers get dev/test workflows and forms equal to four times the number of production workflows and forms within their Workflow plan.

How can a customer differentiate a workflow or form between production and development?
Each workflow or form has an attribute that allows the publisher to determine if the workflow or form is for development or production. The value chosen will dictate if the workflow or form is counted against the development or production allowance.

How can customers move a development workflow and form into production?
Users will be able to mark an attribute at publishing time to indicate if the workflow or form is for development or production use. Confidential 7

How can a customer see where development and production workflows are located? Users will be able to easily identify workflows or forms that are for development or production use through metadata that is set in the workflow and forms settings page or at publish time. This metadata will be visible on the Subscription Overview page, to ensure customers can easily see production and development workflows. **How can customers limit users from creating workflows beyond what was purchased?** Nintex suggests that customers ensure a proper governance plan is put in place, restricting access to the workflow and forms designer, to limit the potential for additional workflows or forms being created over and above the licensed amount. **Can a customer create more workflows beyond what they've purchased?** Yes. **What happens if a customer goes over their licensed allocation limit?** For the cloud services, Nintex continuously monitors the usage of Workflows and Forms to ensure customers remain within their licensed amounts and will reach out to customers when they have gone over their licensed amount to address the licensing shortfall. For on-premises products, as part of the subscription contract, Nintex reserves the right to request customers to manually true up on a periodic basis, using a Nintex-provided script or in the future, an in-product feature. **How can a customer see their licensed allowance versus their usage?** Customers can see their licensed allowance as well as their usage, on the Subscription overview page.