Subscription Tiers

	SME & Small Teams $35/month	Hybrid Workforce $65/month	Enterprise $85/month
Users	10 - 100	40+	100+
Enate Academy	✓	✓	✓
Self-service users[1]	✓	✓	✓
Bot users[2]	5 max	Unlimited bots from a single vendor[3]	Unlimited bots from multiple vendors
BPM features[4]	Unlimited ticket-based processes **+** 10 case-managed processes	Unlimited ticket-based processes **+** Unlimited case-managed processes	Unlimited ticket-based processes **+** Unlimited case-managed processes
Cloud-based	✓	✓	✓ or on-prem[5]
Storage[6]	∞	∞	∞
In-product reports[7]	✓	✓	✓
BI reports[8]	1 standard report	Full BI report suite	Full BI report suite
Integrations	1	Unlimited integrations with **a single vendor**	Unlimited integrations with **multiple vendors**
APIs & webhooks	✗	✗	✓
Language options[9]	Any single supported language	Multi-lingual	Multi-lingual
Support	Essential	Essential	Essential or Ultimate[10]
SAML single sign-on	✗	✓	✓
Access to Enate consulting team	✓	✓	✓

Prices are quoted per-user-per-month for annual contracts.

Footnotes

1. Enate Self-service allows you to extend the digital user experience out to end employees and recipients of the Enate solution. Commonly, this is used for employees to raise tickets. Self-service users do not require a subscription and you can have as many as you need.

2. Not all organisations use bots. A 'bot' is an automated system (a digital worker) that interacts with Enate just like a human user. A bot counts as a user, just like human users.

3. For example, you could have 10 UiPath bots, but you cannot mix bots from multiple vendors.

4. Unlimited access to the business process management features within Enate to manage ticket-based processes or case-managed processes. A ticket-based process is simple and allows tickets to be raised and closed. A case-managed process has multiple steps to complete the process.

5. Enterprise customers can opt for an on-premise installation instead of the cloud-based deployment. Additional fee $30,000 per year. Some features will not be supported by on-premise deployments.

6. Storage is unlimited but subject to a fair use policy.

7. Enate is bundled with the facility to produce standard reports to help manage work. These reports are not customisable and are orientated to provide management views on current work rather than business intelligence.

8. Business intelligence reports use additional tools to provide more insight from data processed within Enate. BI reports include a range of standard reports but additional reports can be customised to meet your requirements. Not all users need BI reports: it's available to 1 in 10 users as standard.

9. The multi-lingual option allows each user to select their preferred language. The standard option is one language for the whole organisation. Some Enate features are in English only.

10. Ultimate support at additional cost. 5% subscription increase (minimum $5,000 increase per year).