

Civis Usage-Based Pricing Information Guide

Usage-Based Pricing Summary

Civis offers predictable, quarterly billing through a reserved capacity model, allowing for easy budgeting and cost certainty. A typical Civis agreement includes a reserved amount of platform usage, including Full and Report-Only Users, EC2 compute hours, and Redshift data storage.

If your usage exceeds these reserved amounts, additional consumption is billed on a pay-as-you-go basis per your Civis agreement. This billing model balances the predictability of a reserved capacity model, with the flexibility to scale with your usage and growth.

User Counts

A "user" for billing purposes is any Full or Report-Only User who has been active on the platform within the past 90 days. Robot users do not count. If a Civis employee has access to your organization for a services project, they also do not count toward your user limit.

Any activity from the user with the Platform, including logging in, using the API, a scheduled script running as a user, or assuming the role of a user. The best way to ensure that inactive accounts do not accidentally trigger activity is to transfer or unschedule their jobs and deactivate the user.

User counts are checked monthly, but any overages are invoiced quarterly. This means an overage identified in one month may not appear on an invoice until the end of the quarter, so it's worth tracking usage monthly even though billing happens quarterly.

Calculating your Users: Use [this template](#) to calculate your active user count (contact support@civisanalytics.com if you need access). Users who have not accessed the Platform in the past 90 days will show "Inactive" in the seatType column. You can also sign up to receive resource alerts about your Civis Platform usage to track user counts, broken down by license type (Standard, Report, etc.). If you would like to set up regular resource alerts, please contact support@civisanalytics.com.

EC2 Usage

EC2 hours for the month are summed and compared against your contracted allotment. Compute usage associated with Identity Resolution (IDR) and Civis Data Match (CDM) are not counted, since those limits are calculated separately. For organizations that have "Always On" instance(s) in their allotment, the compute hours are reduced by the consumption of those instance(s) - roughly 720 hours (24 hours/day x 30 days/month).

Calculating your Usage: You can view your usage in the [Platform Usage Overview](#) page, under the **Historical Compute** menu. The **Job Metrics** page will tell you which jobs are contributing to your consumption and the **Hours** page will show you the total usage by month.

Receiving Alerts: The Civis Support team can configure alerts to monitor your compute usage on a daily basis and notify your team by email as you approach your contractual limits. This is a one-time setup process, email us at support@civisanalytics.com to configure it for your organization.

Database Storage

Customers are billed for their database storage usage each month and compared against your contracted allotment.

Calculating your Usage: You can see your usage in the [Platform Usage Overview](#) page, under the **Database** menu, on the **Disk Usage** chart. Most customers are contracted for 4TB so the limit will be shown as such, but some customers may have purchased additional storage. The value used for billing is the **average** storage used across the whole month, so a single spike above the limit will not necessarily result in an overage.

Receiving Alerts: The Civis Support team can configure alerts to monitor your database storage usage on a daily basis and notify your team by email as you approach your contractual limits. This is a one-time setup process, email us at support@civisanalytics.com to configure it for your organization.

Billing

Overages are tracked on a monthly basis and will be billed quarterly with invoices sent to the billing contact.

Questions or Help?

Read more on Zendesk about [Managing Your Platform Resources](#) for more on managing your resources, and contact Support to get usage and storage alerts configured for your account.

If you have any questions about these charges or would like assistance with optimizing your usage, please contact Support at support@civisanalytics.com and CC your Account Manager, Sean Burciago at sburciago@civisanalytics.com.