

Subscription Licensing

Kepware's subscription program is structured as a recurring licensing model in which customers agree to a renewable contract to use the software. The subscription model is a bundled offering that includes both the software solution and the Support & Maintenance Agreement. The standard term period for a subscription license is 1, 2, or 3 years.

Subscription is a flexible new way to access and implement Kepware software solutions by paying for only what you need, when you need it. Subscription licensing provides lower costs and predictable budgeting, typically resulting in an easier purchase approval process. It also offers more flexibility to scale license usage up or down as business needs change over time.

Please see below for a list of frequently asked questions regarding this new model.

Impact & Usage

Q.

Can I still buy perpetual licensing?

A.

Yes, Kepware will continue to offer perpetual licenses all of its software products. Subscription licensing is an alternative to Kepware's standard perpetual model—not a replacement.

Q.

Can I own and use perpetual and subscription solutions at the same time?

A.

Yes, and you can also add new subscription licenses to an existing perpetual deployment.

Q.

Can I change products during my subscription?

A.

Yes. The subscription model offers flexible options for changing products to adapt to your changing business needs. Please contact a Kepware Sales representative or Preferred Distributor for details.

Support & Maintenance

Q. Can I continue Support & Maintenance on my existing perpetual licenses?

A. Yes, you can continue to renew Support & Maintenance on all of your existing perpetual licenses.

Q. Will I need to purchase a Support & Maintenance Agreement for my subscription licenses separately?

A. No, the subscription model is a bundled offering that includes both the software solution and the Support & Maintenance Agreement.

Pricing

Q. What is the price of a subscription license?

A. Subscription pricing is offered at an annual rate of approximately 40% of the list price of a product's perpetual license cost.

Q. Will I see a price increase during my subscription term?

A. No. Pricing is fixed for the term of the subscription, regardless of the length. For information on auto-renewal policies and term options, please contact a Kepware Sales representative or Preferred Distributor.

Q. How will subscription pricing work?

A. Kepware is essentially offering a leasing model as an alternative to our perpetual licensing model. Subscription fees will be collected contractually—not regulated within the technology itself. You will need to bank a license if you no longer intend to pay the subscription fee.

Q. How often will I receive a bill?

A. You will receive an invoice for the full amount of the contracted term up front. After the initial term, you will receive an invoice annually at the start of each annual renewal period unless you cancel your subscription and bank (return) the software licenses. For information regarding auto-renewal policies and term options, please contact a Kepware Sales representative or Preferred Distributor.

Q. How do I change my existing perpetual license to a subscription license?

A. To learn how you can transition an existing perpetual license into a subscription license, please contact a Kepware Sales representative or Preferred Distributor.

Kepware is a software development business of PTC Inc. located in Portland, Maine. Kepware provides a portfolio of software solutions to help businesses connect diverse automation devices and software applications and enable the Industrial Internet of Things. From plant floor to wellsite to windfarm, Kepware serves a wide range of customers in a variety of vertical markets including Manufacturing, Oil & Gas, Building Automation, Power & Utilities, and more. Established in 1995 and now distributed in more than 100 countries, Kepware's software solutions help thousands of businesses improve operations and decision making.

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