

Do Classic and New Exalate Use Different Pricing Models?

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Yes, Exalate Classic and New Exalate use fundamentally different pricing approaches. Classic uses instance-based pricing where each side of an integration requires a separate license. This means you pay per system, so connecting Jira to ServiceNow would require purchasing two separate licenses regardless of how many items you sync. For Jira Cloud, Classic charged user-based pricing, while other connectors used instance-based pricing.

Integration-Based Pricing in New Exalate

New Exalate shifts to integration-based pricing determined by the number of active items in sync rather than system instances. One subscription covers multiple connections as long as your total active items stay within your plan's limit. This model proves more cost-effective when you need several connections within two systems, because they all share the same subscription capacity. For example, a Scale subscription supports up to **100 active items** across all your connections, not per connection.

Simplified Console and Billing in New Exalate

The structural difference means Classic required separate installations and consoles for each platform, with each requiring its own license. New Exalate provides a unified console at exalate.app where you manage all connections through a single interface. This consolidation simplifies both administration and billing since you're managing one subscription instead of multiple instance licenses.

New Exalate Subscription Tiers

New Exalate offers four subscription tiers based on capacity and features:

- Starter (up to **25** items)
- Scale (up to **100** items)
- Pro (custom limits)
- Enterprise (unlimited items)

Each tier includes different connector access and support levels. Classic's Professional Plan allowed unlimited issue synchronization but charged separately for each platform instance. Organizations transitioning from Classic to New Exalate can choose their new plan at renewal, allowing them to evaluate which pricing model better suits their needs.

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