Licensing and Pricing for Exalate Classic

Exalate Classic is compatible with various work management systems, enabling seamless synchronization across systems like Jira (Cloud & DC), Azure DevOps (Cloud & Server), ServiceNow, Zendesk, GitHub, Salesforce, Freshdesk, Freshservice, Asana, ServiceDesk Plus (ManageEngine), Ivanti, TopDesk, SolarWinds, ConnectWise, Xurrent, HaloITSM, and more.

> To use Exalate Classic, you need a valid subscription for each node (system instance) you want to connect. This means that if you're synchronizing between two systems – for example, Jira and ServiceNow – you'll need a subscription for each.

Professional Plan

This is a Standard Exalate Plan. **Pricing is integration-based,** but each system requires a valid license to synchronize. Our standard SLAs apply.

For Jira Cloud and Jira Data Center, pricing is based on the number of users in your Jira instance. You can find current prices and purchase directly through the Atlassian Marketplace or contact sales to discuss your specific use case.

For other platforms (ServiceNow, Azure DevOps, Zendesk, Salesforce, Asana, Freshdesk, Freshservice, GitHub, and more), contact our sales team to get a pricing quote for your specific setup.

Enterprise Options

Enterprise Plan for Exalate Classic is designed for large teams and mission-critical environments, delivering enhanced performance, advanced security controls, and flexible

deployment options to meet complex compliance and infrastructure requirements.

Our engineers can help you fine-tune your environment to an optimal performance, with higher robustness and security via various data hosting options and multiple deployment environments.

With priority support, advanced SLAs, proactive monitoring, and a dedicated customer success manager and integration engineer, your company is guaranteed rapid and personalized assistance. Direct communication through Slack or MS Teams ensures quick issue resolution. Personal solution assistance and custom integration services will ensure that your enterprise operates smoothly and efficiently.

You can learn more about what's included in the Enterprise Plan here or reach out to our team at sales@exalate.com.

Free Trial

You can test Exalate with a limited free 30-day trial license. You can sync up to 1,000 entities (incidents, work items, tickets, etc.) during the trial period.

Free Plan

With the Free plan (Basic Mode), you can sync up to 1000 entities per month with Basic connections, which support the sync for four main fields: subject, description, comments, and attachments. Visual and Script connections are not available in the plan.

Here is a short comparison between available license types

	Trial	Professional	Enterprise
Price	**Free**	**Pricing varies depending on the platform**	**Pricing varies depending on the selected packages**
Description	Free for 30 days	Full customizability for advanced scenarios	Enhanced profile, priority support & other benefits
Connection types	**Basic, Visual & Script**	**Basic, Visual, and Script**	**Basic, Visual, and Script**
Entities per month	1000	**Unlimited**	**Unlimited**
Platforms	All*	Most popular*	All**

*Jira Cloud, Jira On-Premise, Zendesk, Azure DevOps, ServiceNow, GitHub, Salesforce, Freshdesk, Asana, and Freshservice.

** Jira (Cloud & On-Premise), Azure DevOps (Cloud & Server), ServiceNow, Zendesk, GitHub, Salesforce, Freshdesk, Freshservice, Asana, ServiceDesk Plus (ManageEngine), Ivanti, TopDesk, SolarWinds, ConnectWise, Xurrent, HaloITSM, and more.

How can I get an Exalate Subscription?

You can get an Exalate Subscription by choosing one of the options listed below:

1. Try Exalate for FREE or book a demo.
2. Reach out for a quote via the Support Portal or at sales@exalate.com.
3. Reach out to our partners for a quote to our Partners.
4. If you are already using a Free Trial, you can upgrade via the **License Details** tab in the Exalate console. Check out How to get an Exalate Classic license.