Atomia pricing: License, support & setup

The cost of a license for the Atomia platform and the available support levels, and your options for installation and setup.

Price: Licensing and using Atomia

Your cost for running the Atomia platform consists of the following three parts:

- **A one-time startup fee for platform setup:** Starting at €30,000
- **License fee:** A monthly revenue share starting at 5% or fixed yearly price based on the size and usage of the Atomia platform.
- **A separate support fee:** Starting at €1,000 per month

In other words, your operating costs consists of the license fee plus the support fee. You set the level of support you want (more on that in the next section).

You can think of the Atomia license as a subscription. We constantly develop and improve the platform, releasing a major new version every six months at no extra cost to you.

The setup fee is a one-time cost. We will help you configure and install the Atomia platform on your hardware and train you how to get the most out of it.

Atomia implementation & setup

Getting started with Atomia will also include a one-time cost for training, custom configuration and installation of the platform. Each implementation project is unique but typically contains the services below. Atomia will provide a quote for the project once it is specified.

- Dedicated project manager
- Installation of Atomia platform
- Support in configuration of your offering
- Support in branding of your Atomia platform
- Development support
- Training

Optionally, you can request a quote for additional services such as fully managed configuration and branding, managed migration, on-premise training sessions and more. All services are provided by skilled Atomia technicians under the lead of seasoned dedicated project manager.

Atomia support and operations

When you license Atomia you will also need to select the level of support you want. Depending on your requirements you can choose different support models. All our support models include:

- Ticket support
- Guaranteed SLA
- Access to extensive Atomia documentation

You can also extend Atomia support with following options:

- 24/7 support hours
- Phone support
- Faster guaranteed response time (SLA)
- Development support
- Atomia platform upgrade & patching
- Monthly ticket status reports
- Atomia third-party software upgrades & patching
- Dedicated Technical Account Manager
- Proactive monitoring
- Platform operations
- On-premise and online training sessions

Atomia support levels start from **€1,000** per month. It is also possible to switch between different support levels at any time.

Atomia professional services

Atomia can perform professional services in the areas of:

- Customization of customer facing interfaces
- Integrations of third party systems
- Migration of existing customers to Atomia

Atomia uses two different pricing models for professional services.

1. Project based, where we calculate a fixed price for the project based on the total effort including all activities.
2. Team as a Service, where you rent a dedicated team with the skill-set that you require on a monthly basis.

Feel free to contact us for a quotation of services.

Pricing and payment terms

- **Payment timings:**
  - The one-time setup fee is paid half upfront and half upon completion.
    - **The support and license fees start *after the setup project has completed*.**
  - The support fee is always charged one month in advance.
  - The license fee is charged monthly in arrears.
- **VAT:**
  - All prices listed in this document are excluding VAT.

Cost example for license & support

Say you have a revenue of €50,000 per month from your Atomia-based hosting business and have selected Standard support. Once your platform has been installed and set up (a separate one-time fee), then your monthly cost for Atomia would be:

Your monthly revenue: €50,000
Revenue share: 5.0% x €50,000 = €2,500
Support cost: €1,000

Total monthly cost: €3,500 (VAT not included)

More information

For additional details and options discussed in this document, please speak with our sales team: sales@atomia.com, or contact your existing Atomia account manager.

Future-proof your hosting business