Acumatica Licensing Guide

Supplement

Licensing Guide Supplement Overview

Customers can license the Acumatica ERP solution in one or more of the following ways: Consumption based (Transaction Tiers or Resource Levels), Named Users, and Concurrent Users. This Licensing Guide Supplement only covers Resource Level Licensing, for all other licensing please see the Acumatica Licensing Guide at http://www.acumatica.com/agreements. Headings or sections that mention "license" or "licensing", may also apply to a SaaS Subscription, where applicable.

Following a review of Resource Level Licensing in January 2018, it was determined that while there were many benefits to this model, there were circumstances where system performance was less than optimal. To eliminate reduced system performance, a new pricing model was presented, called Transaction Tier pricing. Transaction Tier pricing maintains the advantages of Resource Level pricing, while removing the need to sacrifice system performance. Acumatica recommends Transaction Tier licensing but presents Resource Level Licensing in this supplement.

Licensing

Resource level licensing is based on the number of logical CPU Cores activated for Private Cloud Perpetual (PCP) and Private Cloud Subscription (PCS) licenses. The licensing purchased will determine how many logical CPU Cores Acumatica's ERP solution will utilize.

In Acumatica's SaaS offering, Resource level is tied to the maximum transactions and concurrent users shown in Table 1.

Resource Levels

Before determining a server configuration, you should use you first need to make sure that you have selected the appropriate Acumatica ERP License Resource Level, which is directly related to the type of server environment you will use.

Instead of charging for every user that needs to use Acumatica's ERP system, in some situations it may be more advantageous to license Acumatica using a Resource Level licensing. Resource Level licensing is based on the overall U*sage* and *Load* levels you will have on the system. The more transaction volume (usage) and users (load) you expect, the larger the resource level license you will require.

When determining the expected usage level, you will use information for the number of *Commercial Transactions* you expect to process during your peak month and peak hour. The peak month is your busiest month of the year, and the peak hour is the hour where you expect the highest usage volume and load to occur in the business over the next 12 months.

As used in this License and Subscription Guide Supplement, a *Commercial Transaction* is getting a sale and purchase completed from start to finish through the system. For example, on Acumatica ERP *Small* Resource Level license with appropriate hardware, you can create and process up to 3,000 orders, ship them, invoice them, post them, accept payments, create and process similar amount of purchase orders, receipts, vendor invoices, and outgoing payments. Additionally, you should not have any busy hour where you create more than 100 of any of these transactions (i.e. more than 100 orders, shipments, or payments, etc.).

The following table will help you find an appropriate hardware resource level that is consistent with your anticipated usage (# of peak transactions/hr) and load (# of peak users at peak time).

License Parameters for Resource Levels

Resource Level	Transactions per Hour Maximum	Commercial Transactions per Month - Maximum	Concurrent Users or Medium/Heavy* Users (Max)	Total Number of Users
Small	100	3,000	25	100
Medium	200	7,500	50	200
Large	400	15,000	100	400
X-Large	800	30,000	200	800
2X-Large	1,500	60,000	350	1,500
3X-Large	3,000	120,000	500	2,000
4X-Large	6,000	250,000	1,000	4,000

Table 1: Resource Level License Guidance

* Medium Users are users that rely on the system every day and tend to use the system generally once every 10 minutes. Heavy Users tend to use the system 20+ times during their daily peak hours.

If using APIs, OData Export, or scheduled import/exports to run automated background processes, the maximum number of concurrent users and hourly transaction volumes will be lower than that shown in the above table. It is recommended that you select the resource level higher than the level that was defined by the number of transactions or recommended concurrent users. (For example, if you have 200 transactions during your peak hour and use integration with external systems, you should select the *Large* resource level).

In Acumatica versions prior to 2018R1, the actual system performance can vary greatly based on system hardware, usage patterns, and many other factors. Acumatica releases, starting with 2018R1, have a more precise and adaptive in-product Resource Level Manager which monitors and maintains optimized performance for all users of the system. The resource level manager balances resource usage across all resource requests and eliminates excessive resource monopolization by individual sessions. Therefore, please use the Resource Level License Guidance (Table 1) to determine which resource level license you should use. Improved hardware will only help response times so long as transaction volume and user load levels are below the guidance provided in the table. Once guidance levels are exceeded, users may begin to see significant performance degradation.

PCP and PCS License Limitations

Resource level licensing is based on the number of logical CPU Cores activated for Private Cloud Perpetual (PCP) and Private Cloud Subscription (PCS) licenses. The licensing purchased will determine how many logical CPU Cores Acumatica's ERP solution will utilize.

Table 2 shows the maximum number of logical CPU cores recognized by each Resource Level license. The number of logical CPU cores in the license is typically less than or equal to the number of physical CPU cores on your physical server (see Server Configurations). Your operating system will still be able to utilize additional cores for OS related tasks.

Resource Level	Small	Medium	Large	X-Large	2X-Large	3X-Large	4X-Large
Logial CPU Cores (Max)	2	4	8	16	32	64	128

Table 2: Logical CPU Core Limits

SaaS License Guidance

In Acumatica's SaaS offering, Resource level is tied to consumption volumes. Table 3 outlines the transaction and concurrent user guidance limits for SaaS. In the event transaction volumes or concurrent users are exceeded, an upgrade to a resource level that adequately supports actual usage is needed to maintain optimal operation conditions. System performance can be significantly degraded if resource levels are exceeded.

Resource Level	Transactions per Hour Maximum	Commercial Transactions per Month - Maximum	Concurrent Users or Medium/Heavy* Users (Max)	Total Number of Users
Small	100	3,000	25	100
Medium	200	7,500	50	200
Large	400	15,000	100	400
X-Large	800	30,000	200	800
2X-Large	1,500	60,000	350	1,500
3X-Large	3,000	120,000	500	2,000
4X-Large	6,000	250,000	1,000	4,000

Table 3: SaaS Resource Level License Limits

Each SaaS subscription includes data storage, which varies by Acumatica Edition. Table 4 shows the amount of storage included with each edition, subscriptions for additional storage are available.

Editions	Small Business	Advanced	Enterprise
SQL Data Storage	5 GB	10 GB	20 GB
Media Storage	10 GB	10 GB	20 GB

Table 4: SaaS Included Storage included with SaaS