



AIKEN WORKBENCH VERSION 2 – LICENSING INFORMATION

Aiken Workbench V2 is licensed under a subscription-based model. There are five subscription levels available:

FEATURES	L1 - FREE	L2 - BASIC	L3 - ADVANCED	L4 - PREMIUM	L5 - CORPORATE
Audit all types of IT assets, saving the information into the database.	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED
Test computers, saving test results into the database.	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED
Secure erase drives and mobile devices, creating erasure certificates.	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED
Create images of OSs and deploy to PCs and MACs	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED
Number of PC Auditor simultaneously connected to one Main Server	15	30	40 per server	50 per server	UNLIMITED
Number of Mobile Auditor simultaneously connected to one Main Server	1	2	3	4	UNLIMITED
Number of HW Auditor simultaneously connected to one Main Server	1	2	3	4	UNLIMITED
Free Aiken Workbench Cloud (availability 1Q 2018)				Y	Y
Integration with AIKEN ITAD (availability 1Q 2018)		Y	Y	Y	Y
SERVERS	L1 - FREE	L2 - BASIC	L3 - ADVANCED	L4 - PREMIUM	L5 - CORPORATE
Number of allowed Main Servers per subscription	1	1	2	3	4
Number of additional Image Servers per Main Server		1	2	4	6
External access to the database		Y	Y	Y	Y

Lot sync with remote database				Y	Y
Server installation as a virtual machine					Y
SUPPORT	L1 - FREE	L2 - BASIC	L3 - ADVANCED	L4 - PREMIUM	L5 - CORPORATE
Aiken direct support	Bugs only	Full	Full	Full	Full
Maximum response time, within the next...	ASAP	8 hours (9x5)	4 hours (9x5)	2 hours (9x5)	2 hours (9x7)
Phone support					Y
Report and export formats created/maintained by Aiken		50-200 € / format	50-200 € / format	50-200 € / format	Y
Send & return device		5 days	3 days	2 days	1 day (paid return)
FIXES AND UPGRADES	L1 - FREE	L2 - BASIC	L3 - ADVANCED	L4 - PREMIUM	L5 - CORPORATE
Receive fixes / critical updates	Y	Y	Y	Y	Y
Receive version upgrades	Fee	Y	Y	Y	Y
Priority on new requirements					Y
Custom version (modifications to the product allowed)					100 € / month
Custom version + Client branded					300 € / month
PRICE	L1 - FREE	L2 - BASIC	L3 - ADVANCED	L4 - PREMIUM	L5 - CORPORATE
Monthly subscription	0 €	190 €	290 €	390 €	590 €

INSTALLATION CHARGES

£ Free of Charge

You will be able to download the Aiken WorkBench product free of charge. Aiken provide you with the support to enable you to do this. You will be able to talk through the installation process and provided with basic guidance to enable you to use Aiken.

£500

In addition to the download of the Aiken WorkBench product you will then provide us with the error codes and details on how you want Aiken to work for you. We will then remotely provide you with training on how to use Aiken.

£1500

On top of the initial download of the Aiken WorkBench product you will be able to provide us with error codes and reports you require. We will then provide you with a unit pre-installed with Aiken together with Windows super images and the various versions of Apple Mac OS. We will implement the required reports. You will then be provided with a full days onsite training on how to effectively use Aiken and set it up for your engineers.

£3000

One of our Aiken consultants will attend your site to establish how you would like the process to be set up in order to work most effectively for you. We will design all the error codes and reports you wish to use and install them on to Aiken for you as well as bespoke super images and any programs you require. We will then provide two full days onsite training on the effective use of Aiken and set it up for your engineers.

WINDOWS IMAGING CHARGES

£20/MONTH

This will provide both Windows 10 Home and Pro super images which will work on 90%* of products. The super images will be updated as new versions of Windows are released and will then be released through Aiken to our network.

*Some specialist equipment, ie Panasonic Toughbooks, will quite often not work with super images and would require bespoke ones to be built.

£50/MONTH

This will provide all the services included within the £20/month package plus one bespoke image per month.

£200/MONTH

This will provide all the services included within the £20/month package plus your own bespoke super images set up and maintained. Bespoke images would include any additional programs you require as well as additional branding for your images and/or home pages. You will be provided with five bespoke images per month for specific models for any Windows 7 or 10 operating systems.