

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

FEATURES	L1 - TRIAL	L2 - BASIC	L3 - ADVANCED	L4 - PREMIUM	L5 - CORPORATE
Auditing of all asset types	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED
Testing of PC/Mac and mobile devices	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED
Secure erasing of disk drives and mobile devices, creating erasure certificates.	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED
OS Image Deployment for Windows, Mac & Linux	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
SERVERS	L1 - TRIAL	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
Server installation as a virtual machine					Y
SUPPORT	L1 - TRIAL	L2 - BASIC	L3 - ADVANCED	L4 - PREMIUM	L5 - CORPORATE
Aiken direct support ⁽¹⁾	Full (demo environment)	Full	Full	Full	Full
Maximum response time, within the next... ⁽²⁾	ASAP	8 hours (10x5)	4 hours (10x5)	2 hours (10x5)	2 hours (10x7)
Phone support					Y
Report and export formats created/maintained by Aiken ⁽³⁾		50-200 € / format	50-200 € / format	50-200 € / format	Y
Send & return device ⁽⁴⁾		5 days	3 days	2 days	1 day
Assisted ERP integration ⁽⁵⁾			Y	Y	Y
FIXES AND UPGRADES	L1 - TRIAL	L2 - BASIC	L3 - ADVANCED	L4 - PREMIUM	L5 - CORPORATE
Receive version upgrades		Y	Y	Y	Y
Priority on new requirements					Y
Custom version ⁽⁶⁾					100 € / month
PRICE	L1 - TRIAL	L2 - BASIC	L3 - ADVANCED	L4 - PREMIUM	L5 - CORPORATE
Monthly subscription	0 €	190 €	290 €	390 €	590 €
Monthly subscription UK	£ 0	£ 175	£ 265	£ 355	£ 535

Notes:

¹ Full Aiken support will be provided during the trial period to operate the product on the demo environment suggested in the *Quick Evaluation Guide*. A subscription to L2 or higher is required to receive support on a custom environment.

² Support hours are 9am to 7pm Central European Time (CET/CEST). Support on Saturdays and Sundays for L5 subscribers is provided for emergencies only.

³ Aiken Workbench provides advanced tools to create reports and export formats. They are easy to use but require some learning. If you would rather avoid the hassle, we will create and maintain them for you. The price depends on their complexity.

⁴ New products with new components and new technologies appear continuously. From time to time you may find a product that is not properly started or recognized by Aiken Workbench. We can analyse most computers and devices remotely but, if that is not enough, you can send the device to us, we will expand or fix our code, and return the device to you in the specified timeframe.

⁵ Aiken provides assistance for the integration with any ERP product and can develop customized plugins for automatic data transfers. The development work is not included in the subscription price.

⁶ Aiken products are being continuously improved thanks to our customers' suggestions. If a specific suggestion can be useful for all our customers, we will develop it for free and include it in the general version of the product. If a customer requires a special adaptation, we will charge the customer for the development work and also a monthly fee to maintain the custom version.