Rudder Price List

Prices are valid until 2024-06-31

Rudder

Rudder automates the management and ensures the efficient operation of critical and complex IT infrastructures.
European and open source solution for managing systems and their compliance, Rudder acts as a control tower to configure and provide real-time visibility of your systems' compliance. Its simple and intuitive user interface breaks down silos between teams and allows DevSecOps collaboration!

This synthetic documentation presents Rudder's different subscriptions allowing to extend the solution's uses in an enterprise context. For further information, please contact our sales department: cs@rudder.io

A subscription corresponds to a fixed-term subscription giving access to :
   (1) the software delivery, in its current version and in future versions released during the subscription period,
   (2) the user license,
   (3) the maintenance and user support, if applicable, as well as additional services.

Modules available in a subscription

Configuration Management	Security Management
Hybrid cloud automation and maintenance in operational conditions	**System hardening, vulnerability management, continuous compliance**
Including: System updates, Patch Management campaigns and micro-patching, Validation workflow, Relay servers, CMDB & external data synchronization	Including: CVE assessment, Reporting, External data from node

All our solutions include:
- Users and API rights management, Multi-tenant, LDAP and Active Directory integration, UI customization and the Subscription manager
- Rudder Agents for Linux and Windows systems under maintenance
- Maintenance of subscribed solution's features

And our integrations with:
Ansible, Ansible Tower/AWX, Rundeck, OpenSCAP, Zabbix, Centreon, Consul, ELK Stack, Vault, ServiceNow, iTop, GLPI

Service plan available in a subscription

	Essential	Standard	Premium
Software delivery	Https download from a private repository		
Software updates delivery	Throughout the duration of the Subscription		
Corrections performed on each minor branch from the point of publication	For a minimum of 3 months		For a minimum of 6 months
Guaranteed window for updates between minor branches	3 months		6 months
Corrections performed on each major branch from the point of publication	For a minimum of 12 months	For a minimum of 18 months	For a minimum of 24 months
Guaranteed window for updates between major branches	3 months	6 months	9 months
Support and Maintenance	None	In French business days (9h - 19h CET), per client account and email	In French business days (9h - 19h CET), per client account, email, phone and Slack
Number of Authorized Users for support	None	2	10
User support assistance hours included per Contract year	None	10	20
Response time from Support	Not applicable	4 business hours	1 business hour
Guaranteed fix or workaround times for reproduced anomalies	Not applicable	None	Yes, for obstructive (max 20 days) and major (max 40 days) anomalies
Dedicated Customer Success Manager	None	None	Yes

ANNUAL SUBSCRIPTIONS

ID	Name & description	Unit	Price in Euros (excl. VAT)	Price in USD (excl. VAT)
S4Y-MOD-CFG	**Configuration Management module subscription (yearly)** Annual subscription allowing the use of the features of the "Configuration Management" module whose binaries are made available on a private repository.	/ node* / year	50,00 €	$65,00
S4Y-MOD-SEC	**Security Management module subscription (yearly)** Annual subscription allowing the use of the features of the "Security Management" module whose binaries are made available on a private repository.	/ node* / year	50,00 €	$65,00
S4Y-SLA-ESS	**Essential Service Plan subscription (yearly)** Annual subscription to the "Essential" service plan, including the subscription management interface and web-based support interface, paid by ticket. *Initial fee* `S4U-OPT-ISF` *is required for the first year.*	/ node* / year	0,00 €	$0,00

ID	Name & description	Unit	Price in Euros (excl. VAT)	Price in USD (excl. VAT)
S4Y-SLA-STD	**Standard Service Plan subscription (yearly)** Annual subscription to the "Standard" service plan, including the subscription management interface, web-based support interface with Standard SLA, and Standard extended maintenance. *Required minimum SLA for any subscription over 500 nodes.*	/ node* / year	30,00 €	$40,00
S4Y-SLA-PRE	**Premium Service Plan subscription (yearly)** Annual subscription to the "Premium" service plan, including the subscription management interface, phone and web-based support interface with Premium SLA, and Premium extended maintenance. *Required over 2000 nodes.*	/ node* / year	50,00 €	$65,00

MONTHLY SUBSCRIPTIONS

ID	Name & description	Unit	Price in Euros (excl. VAT)	Price in USD (excl. VAT)
S4M-MOD-CFG	**Configuration Management module subscription (monthly)** Monthly subscription allowing the use of the features of the "Configuration Management" module whose binaries are made available on a private repository. *Initial fee* `S4U-OPT-ISF` *is required for the first month.*	/ node* / month	5,00 €	$7,00
S4M-MOD-SEC	**Security Management module subscription (monthly)** Monthly subscription allowing the use of the features of the "Security Management" module whose binaries are made available on a private repository. *Initial fee* `S4U-OPT-ISF` *is required for the first month.*	/ node* / month	5,00 €	$7,00
S4M-SLA-ESS	**Essential Service Plan subscription (monthly)** Monthly subscription to the "Essential" service plan, including the subscription management interface and web-based support interface, paid by ticket. *Initial fee* `S4U-OPT-ISF` *is required for the first month.*	/ node* / month	0,00 €	$0,00
S4M-SLA-STD	**Standard Service Plan subscription (monthly)** Monthly subscription to the "Standard" service plan, including the subscription management interface, web-based support interface with Standard SLA, and Standard extended maintenance. *Required minimum SLA for any subscription over 500 nodes. Initial fee* `S4U-OPT-ISF` *is required for the first month.*	/ node* / month	3,00 €	$3,70
S4M-SLA-PRE	**Premium Service Plan subscription (monthly)** Monthly subscription to the "Premium" service plan, including the subscription management interface, phone and web-based support interface with Premium SLA, and Premium extended maintenance. *Required over 2000 nodes. Initial fee* `S4U-OPT-ISF` *is required for the first month.*	/ node* / month	5,00 €	$7,00

*: nodes are counted in increments according to total volume: in steps of 50 up to 500 nodes, in steps of 100 up to 2,000 nodes, in steps of 500 up to 10,000 nodes, and in steps of 1,000 above 10,000 nodes.

SUBSCRIPTION OPTIONS

ID	Name & description	Unit	Price in Euros (excl. VAT)	Price in USD (excl. VAT)
S4Y-OPT-EP1	**Excellence Program - Initial** A dedicated Technical Account Manager to handle all your requests. Acting as your single point of contact, he can champion all your Rudder issues by connecting you with our R&D and consulting teams. He also can reach out to the Product Manager for strategic roadmap decisions. To fully benefit from this option, we strongly recommend naming a project lead acting as a single point of contact with your Technical Account Manager at Rudder. This will ensure a focused exchange of activity, and enable us to set up the following additional activities: • Regular sync-up and prioritisation call every month • Regular summary by email or online document of open issues and their status	/ year	15 000,00 €	$18 500,00
S4Y-OPT-EP2	**Excellence Program - Advanced** Same as `S4Y-OPT-EP1`, but with the following additional activities: • Regular sync-up and prioritisation call every 2 weeks (or every month if preferred) • Regular summary by email or online document of open issues and their status • Visit to your headquarters once a year for a status meeting to discuss current priorities and analyse performance over the previous period and adjust direction for the coming one • Organisation of a mini-seminar in Paris (once a year) with the development team and our product manager to discuss future product orientation and share use cases around Rudder	/ year	40 000,00 €	$50 000,00
S4Y-OPT-AIT	**Additional Rudder instance managing up to 100 nodes** Extra production instance that manages up to 100 nodes. Includes up to 2 non-production instances, such as testing, QA, etc., per production instance.	/ instance / year	2 500,00 €	$3 100,00
S4Y-OPT-AIS	**Additional Rudder instance managing up to 500 nodes** Extra production instance that manages up to 500 nodes. Includes up to 2 non-production instances, such as testing, QA, etc., per production instance.	/ instance / year	5 000,00 €	$6 250,00
S4Y-OPT-AIM	**Additional Rudder instance managing up to 2000 nodes** Extra production instance that manages up to 2000 nodes. Includes up to 2 non-production instances, such as testing, QA, etc., per production instance.	/ instance / year	10 000,00 €	$12 500,00
S4Y-OPT-AIL	**Additional Rudder instance managing more than 2000 nodes** Extra production instance that manages more than 2000 nodes. Includes up to 2 non-production instances, such as testing, QA, etc., per production instance.	/ instance / year	20 000,00 €	$25 000,00
S4Y-OPT-FT3	**Additional agents for Tier 3 family OS** Adds Rudder agent binaries, maintenance and support for an operating system family that belong to Tier 3. Tier 3 OS are old systems (N-1 version of the current major OS version).	/ year	10 000,00 €	$12 500,00
S4Y-OPT-FT4	**Additional agents for Tier 4 family OS** Adds Rudder agent binaries, maintenance and support for an operating system family that belong to Tiers 4. Tiers 4 OS are very old systems (older than N-2 version of the current major OS version).	/ year	25 000,00 €	$31 000,00

ID	Name & description	Unit	Price in Euros	Price in USD
S4U-OPT-5SU	**Additional 5 support users** Adds 5 users to access the Rudder support, allowing them to open tickets.	/ 5 users / year	2 500,00 €	$3 100,00
S4U-OPT-ISF	**Initial Subscription Fee for an Essential service plan or a Monthly subscription** Fee for a monthly subscription activation or a subscription with an essential service plan.	/ first contract	500,00 €	$650,00
S4U-OPT-1ST	**Support Ticket for an Essential service plan** Allows you to open a ticket and benefit from the Rudder support, with no guarantee of response time or workaround.	/ ticket	400,00 €	$500,00
S4U-OPT-10H	**Additional 10 hours of user assistance** Credits 10 hours of user assistance to the contract. Expires at the end of the commitment.	/ 10 hours	1 750,00 €	$2 200,00
S4U-OPT-EM1	**Specific Extended Maintenance (1 semester)** Extends the maintenance with new patch version and support of a specific minor version of Rudder for one (1) semester after the end-of-life of the targeted minor version.	/ targeted version	30 000,00 €	$37 000,00
S4U-OPT-EM2	**Specific Extended Maintenance (2 semesters)** Same as `S4U-OPT-EM1`, for two (2) semesters.	/ targeted version	65 000,00 €	$80 000,00
S4U-OPT-EM3	**Specific Extended Maintenance (3 semesters)** Same as `S4U-OPT-EM1`, for three (3) semesters.	/ targeted version	135 000,00 €	$170 000,00
S4U-OPT-EM4	**Specific Extended Maintenance (4 semesters)** Same as `S4U-OPT-EM1`, for four (4) semesters.	/ targeted version	290 000,00 €	$360 000,00

PROFESSIONAL SERVICES

ID	Name & description	Unit	Price in Euros (excl. VAT)	Price in USD (excl. VAT)
CPS-TRG-3RA	**3-day public remote training session** A 3-day (21 hours) public remote training session "Rudder Administrator", up to 8 participants.	/ participant	2 000,00 €	$2 500,00
CPS-TRG-3FR	**3-day private training session (France or remote)** A 3-day (21 hours) private training session "Rudder Administrator", up to 8 participants. Includes trainer's travel costs on-site **in France**, or can be a remote course with no extra cost.	/ session	9 000,00 €	$11 500,00
CPS-TRG-3EU	**3-day private on-site training session (Europe)** A 3-day (21 hours) private on-site training session "Rudder Administrator", up to 8 participants. Includes trainer's travel costs on-site **in Europe**.	/ session	10 000,00 €	$12 500,00
CPS-TRG-3US	**3-day private on-site training session (North America)** A 3-day (21 hours) private on-site training session "Rudder Administrator", up to 8 participants. Includes trainer's travel costs on-site **in North America**.	/ session	12 000,00 €	$15 000,00
CPS-TRG-2FR	**2-day private on-site training session (France or remote)** A 2-day (14 hours) private training session "Rudder Refresh" or "Rudder User", up to 8 participants. Includes trainer's travel costs on-site **in France**, or can be a remote course with no extra cost.	/ session	6 500,00 €	$8 000,00
CPS-TRG-2EU	**2-day private on-site training session (Europe)** 2-day (14 hours) private on-site training session "Rudder Refresh" or "Rudder User", up to 8 participants. Includes trainer's travel costs **in Europe**.	/ session	7 500,00 €	$9 250,00
CPS-TRG-2US	**2-day private on-site training session (North America)** A 2-day (14 hours) private on-site training session "Rudder Refresh" or "Rudder User", up to 8 participants. Includes trainer's travel costs on-site in **Northen America**.	/ session	9 500,00 €	$12 000,00
CPS-TRG-REC	**Private remote training video recording** Allows video recording of a private remote training, available 60 days only to participants.	/ session	2 500,00 €	$3 100,00
CPS-TRG-A1P	**Additional participant to a private training session** Adds one (1) participant to a private training semssion (remote or on-site). If a session includes more than 12 participants, a second session is mandatory to split participants.	/ participant	500,00 €	$650,00
CPS-CON-01D	**Day of professional services of a Rudder Consultant** Day of professional services of a Rudder Consultant, usable remotely per half-day or on-site per full day. *Travel expenditures are not included. The days are only valid for one (1) year from the date of order and cannot be carried over to the following year.* *All interventions need to be scheduled at least 4 weeks before the desired date of intervention.*	/ pers. / day	1 200,00 €	$1 500,00
CPS-EXP-01D	**Day of professional services of a Rudder Expert** Same as `CPS-CON-01D` for an Rudder Expert.	/ pers. / day	1 500,00 €	$1 900,00
CPS-RPM-01D	**Day of professional services of a Rudder Project manager** Same as `CPS-CON-01D` for a Rudder Project management.	/ pers. / day	1 600,00 €	$2 000,00
CPS-CON-05D	**Pack of 5 days of professional services by a Rudder Consultant** 5 days of professional services of a Rudder Consultant, usable remotely per half day or on-site per full day. *Travel expenditures are not included. The days are only valid for one (1) year from the date of order and cannot be carried over to the following year.* *All interventions need to be scheduled at least 4 weeks before the desired date of intervention.*	/ package	5 000,00 €	$6 250,00
CPS-EXP-05D	**Pack of 5 days of professional services of a Rudder Expert** Same as `CPS-CON-05D` for a Rudder Expert.	/ package	6 000,00 €	$7 500,00