

FAQ'S

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\ WHAT IS ALLPLAN SUBSCRIPTION?

Allplan Subscription is a form of contract whereby you subscribe for a certain period of time to access software and services.

\ WHAT HAPPENS WHEN YOU CONVERT TO ALLPLAN SUBSCRIPTION?

Your existing license for the software configuration you have will be converted to an Allplan Subscription license. This means, you will get full access to all Allplan Cloud Services (for more details on what is included, see below). You will still have access to our Technical Support teams and online training resources. New software versions are instantly available to you.

\ DO YOU LOSE YOUR PERPETUAL LICENSE/S?

When you convert to Allplan Subscription, you lose access and rights to your perpetual license/s.

\ WHO CAN BENEFIT?

This limited special offer is only available for customers with SSA/Serviceplus contracts for existing Allplan licenses – Allplan Basic, Allplan Architecture, Allplan Engineering, Allplan Bridge and Allplan AEC.

This offer applies to customers with SSA contracts at the current RRP. RRP is ALLPLAN recommended retail price for the specified product in your region.

\ DO YOU NEED TO COMMIT TO ALLPLAN SUBSCRIPTION FOR 2 YEARS?

No. As you are an existing SSA/Serviceplus customer, you commit to a 12-months subscription contract, even though your Allplan Subscription renewal price is fixed for 2 years. All our Allplan Subscriptions automatically renew based on the initially chosen subscription term. Should you wish to discontinue your subscription, we need notice 3 months prior to the end of the subscription/contract term.

\ DO YOU NEED TO PAY THE 12-MONTHS COMMITMENT UPFRONT?

The subscription contract will be invoiced every 12 months (annually) before the start of the contract. The following payment terms can be selected: 14 days after invoicing for bank transfer, 30 days after invoicing for SEPA direct debit.

\ WHAT HAPPENS TO YOUR EXISTING LICENSE/S?

We convert your existing licenses to Allplan Subscription contract licenses. This means, you surrender your perpetual right of usage and receive a 12-months subscription contract with 2 years price freeze, which is automatically renewed every 12 months (annually).

\ WHAT ALLPLAN CLOUD SERVICES ARE INCLUDED?

Adding Allplan Cloud services, makes the most out of your data, while connecting Allplan desktop and cloud applications. Collaborate seamlessly with desktop/cloud integrated technology, such as model viewing/management with Bimplus by ALLPLAN, distributed workgroups with Allplan Workgroup Manager, efficient teamwork across network and company boundaries with Allplan Share as well as document distribution through Allplan Exchange.

Boost your BIM workflows to the next level with market leading product integrations, such as model checking with Solibri Inside, or the Autoconverter for integration with multiple structural analysis tools, and much more to come with further upcoming releases.

Allplan Cloud services also include a discount on latest visualization technology such as Lumion, Maxon (CINEMA 4D) and Twinmotion.

For more details on Allplan Cloud services: allplan.com/sub

\ DO YOU HAVE TO USE CLOUD SERVICES?

No. You can use Cloud services made available via subscription but of course have the choice not to use them

\ IS ALLPLAN WORKGROUP MANAGER INCLUDED INTO ALLPLAN CLOUD SERVICES?

Yes.

\ HOW WILL ALLPLAN WORKGROUP MANAGER, ALLPLAN SHARE AND ALLPLAN EXCHANGE BE MADE AVAILABLE FOR ALL NEW LICENSES?

From 1. October 2023 Allplan Workgroup Manager, Allplan Share and Allplan Exchange will be made available with a new subscription only. Not anymore for new perpetual licenses.

\ WILL YOU STILL BE ABLE TO USE YOUR EXISTING ALLPLAN WORKGROUP MANAGER, ALLPLAN EXCHANGE AND ALLPLAN SHARE LICENSES WITH YOUR PERPETUAL LICENSES?

Yes. Existing licenses will be able to continue to work with Allplan Workgroup Manager, Allplan Exchange and Allplan Share. From October 2026 Allplan Workgroup Manager, Allplan Exchange and Allplan Share will cease to exist as standalone products for perpetual licenses. This means from October 2026 new developments for Allplan Exchange, Allplan Workgroup Manager and Allplan Share technologies will only be available for Allplan Subscription licenses as Allplan Cloud services.

\ HOW DOES THIS APPLY TO BIMPLUS?

Bimplus is already included in a Subscription license and will continue to be available as a standalone product.

\ IS MY PURCHASED ALLPLAN LICENSE STILL MY LICENSE AFTER VERSION ALLPLAN 2026 AND WILL I, AS A PAYING SERVICEPLUS CUSTOMER, BE PROVIDED WITH HOTFIXES AND UPDATES AS CONTRACTUALLY AGREED?

Yes, the existing usage rights and terms and conditions of your existing contracts and licenses will continue to apply.

\ TO WHAT EXTENT IS THE SWITCHOVER OFFER MANDATORY AND ARE THE DEADLINES RELEVANT?

There is no obligation to switch to Allplan Subscription. The two-year price guarantee offered is limited to this offer and represents a significant economic advantage for many customers. If there is no interest in this ALLPLAN offer, there is nothing further to do. The existing usage rights and GTCs of your existing contracts and licenses continue to apply.

\ CAN YOU SWITCH TO ALLPLAN SUBSCRIPTION IN 2025 AND STILL BENEFIT?

The two year price freeze is strictly limited to this offer. Conversion to an Allplan Subscription is always possible at the current list price. The price for SSA/Serviceplus is expected to increase year over year.

\ DO MY ALLPLAN PERPETUAL LICENSE PRODUCTS CONTINUE TO WORK AFTER END OF LIFE?

We have customers who decide to continue to work with old perpetual license products. However we strongly advise not to do so. The risks of using unsupported Software are high, i.e. security, stability, performance, data-compatibility etc. End of Life for software is common practice in the software industry and not an ALLPLAN specific action.

\ WHAT IF I HAVE MULTIPLE SSA INVOICE DATES?

Please contact ALLPLAN or your local sales partner via allplan.com/sub to make sure that your contracts will be switched at the same time.

\ HOW LONG IS THIS SPECIAL OFFER AVAILABLE?

This is a strictly limited offer. It is only valid until 31st May 2024.

\ WHAT HAPPENS IF MY SERVICEPLUS FEE HAS ALREADY BEEN CHARGED AND PAID BY ME AT THE TIME OF THE CHANGEOVER TO SUBSCRIPTION?

If your SSA/Serviceplus contract has already been paid for by the time of conversion to Subscription, you will receive a pro rata cancellation invoice for this period from your SSA/Serviceplus contract. Unfortunately, direct billing is not possible.

\ WHAT CLOUD STORAGE DO I RECEIVE WITH MY ALLPLAN SUBSCRIPTION?

The cloud storage, included with Allplan Cloud (Allplan Share, Allplan Exchange and Bimplus by ALLPLAN), as part of your Allplan Subscription is 10GB. You can purchase additional storage in the ALLPLAN Shop.

ALLPLAN WORKGROUP MANAGER FAQ'S

\ IS ALLPLAN WORKGROUP MANAGER INCLUDED INTO ALLPLAN CLOUD SERVICES?

Yes.

\ HOW WILL ALLPLAN WORKGROUP MANAGER, ALLPLAN SHARE AND ALLPLAN EXCHANGE BE MADE AVAILABLE FOR ALL NEW LICENSES?

From 1. October 2023 Allplan Workgroup Manager, Allplan Share and Allplan Exchange will be made available with a new subscription only. Not anymore for new perpetual licenses.

\ WILL YOU STILL BE ABLE TO USE YOUR EXISTING ALLPLAN WORKGROUP MANAGER, ALLPLAN EXCHANGE AND ALLPLAN SHARE LICENSES WITH YOUR PERPETUAL LICENSES?

Yes. Existing licenses will be able to continue to work with Allplan Workgroup Manager, Allplan Exchange and Allplan Share. From October 2026 Allplan Workgroup Manager, Allplan Exchange and Allplan Share will cease to exist as standalone products for perpetual licenses. This means from October 2026 new developments for Allplan Exchange, Allplan Workgroup Manager and Allplan Share technologies will only be available for Allplan Subscription licenses as Allplan Cloud services.

\ OUR EFFICIENT WORKFLOWS BUILT ON WORKGROUP MANAGER ARE IN PLACE. WHAT'S THE FUTURE OF THIS PRODUCT?

Collaboration stands as a crucial pillar for successful project delivery, whether within your team or spanning multiple stakeholders. Our core design principles center around enhancing efficiency in design-to-build workflows. You can be confident that the ability to collaborate seamlessly will persist, both locally and globally. Workgroup Manager will remain a standalone product with regular releases until 2026.

Throughout this period, we are committed to continuously refining our local area network (LAN) solution by integrating it with our authoring tools and existing collaboration offerings. This includes integration with Share, our wide area network (WAN) solution, Exchange, the recently upgraded plan distribution function, and Bimplus, our model management tool. Our overarching goal is to present you with a comprehensive solution that enables efficient collaboration across all your projects. This means granting appropriate individuals access to pertinent data, regardless of their location, all within a secure and high-performing workflow.

At ALLPLAN, your success remains our top priority. We are dedicated to actively engaging with customers like you to ensure that our consolidated solution, now named Allplan Cloud and included by default in all subscriptions, genuinely enhances design-to-build workflows for optimal efficiency.

\ I HAVE A WORKGROUP ENVIRONMENT IN USE AND WORK WITH SEVERAL PURCHASED STANDALONE PERPETUAL LICENSES. WILL THIS WORKGROUP STILL BE AVAILABLE TO ME AFTER THE VERSION ALLPLAN 2025 RELEASE?

Yes, but with the Allplan 2027 release in October 2026, new Allplan Workgroup Manager functionality will only be made available via Allplan Subscription.

\ IS THERE MANDATORY CONVERSION OF OUR ALREADY PURCHASED LICENSES INCLUDING OUR ADDITIONAL PACKAGES (E.G. ALLPLAN WORKGROUP MANAGER, ETC.) TO SUBSCRIPTION?

No the conversion of existing licenses is not mandatory. However, new Allplan Workgroup Manager functionality will only be made available via Allplan Subscription from October 2026.

\ CAN I BUY ALLPLAN WORKGROUP MANAGER AS A STANDALONE PERPETUAL LICENSED PRODUCT?

No, from October 2023 you can only purchase this functionality with an Allplan Subscription license that includes Allplan Cloud services.

\ CAN I CONTINUE TO USE MY STANDALONE PERPETUAL ALLPLAN WORKGROUP MANAGER LICENSED PRODUCT?

Yes, you can continue to use your standalone perpetual Allplan Workgroup Manager licensed product. There will be new releases, available to Serviceplus clients, for the standalone perpetual Allplan Workgroup Manager product until the release of Allplan 2027 in October 2026. Thereafter, this final standalone perpetual Allplan Workgroup Manager release, will only be supported as per our standard end of service life terms until the Allplan 2030 release in October 2029.

\ CAN I CONTINUE TO UPDATE AND USE MY STANDALONE PERPETUAL WORKGROUP MANAGER LICENSED PRODUCT WITH THE LATEST ALLPLAN VERSION?

Serviceplus clients can update their current perpetual Allplan and Allplan Workgroup Manager licensed products to the latest versions up until version Allplan 2026. However, from version Allplan 2027, all new Allplan Workgroup Manager functionality will only be available to Allplan Subscription licenses as part of Allplan Cloud services. You will be unable to use an updated perpetual version Allplan 2027 with an older standalone perpetual Workgroup Manager licensed product.

\ WHAT DOES IT MEAN WHEN ALLPLAN PRODUCTS INCLUDING STANDALONE PERPETUAL ALLPLAN WORKGROUP MANAGER ARE GOING END OF LIFE?

All new Allplan releases for perpetual licenses can be fully supported with hotfixes and services via Serviceplus for two years following initial release i.e., if you have Serviceplus and are using Allplan 2024 it can be fully supported until the Allplan 2026 release (End of Service Life). After this version, you are only entitled to support for license key recovery for Allplan 2024 for a further 3 years. All Allplan perpetual license products are End of Life +7 years after initial release. With an Allplan Subscription you have the ability to be always up-to-date with the latest Allplan version and to be continually supported throughout your subscription term.

INTERESTED? APPLY FOR THIS LIMITED OFFER
allplan.com/sub

Or contact your local sales partner