

Smartsheet User Subscription

This brief applies to all new Smartsheet subscriptions and plans.

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Summary

The purpose of this brief is to introduce the basics of the Smartsheet User Subscription model for all new plans. Compared to our legacy model, the Smartsheet user subscription model delivers improved customer value in three distinct ways:

- **Transparent, predictable pricing:** Easily understand and forecast your subscription costs.
- **Faster value realization:** Allow users access to the full platform and demonstrate its value before committing to a purchase.
- **Ease of management:** Ensure that your business processes comply with IT governance standards.

Together, these key values and improvements make it easier to do business with Smartsheet.

Details

Legacy Collaborator Model

Our legacy collaborator model was built on the foundation of giving creators access to the product while enabling free collaboration as an editor or commenter. That resulted in significant growth through viral adoption, but also resulted in fewer users being able to take full advantage of the platform. Only users who needed to create sheets, reports, dashboards, or workspaces were required to pay. Under this model SysAdmins experienced challenges with understanding Smartsheet user types, effectively managing their users, assigning licenses appropriately, getting their leadership teams to realize the value of the Smartsheet platform, and much more. We made it more difficult than necessary for customers to do business with us.

User Subscription Model

While creation is important, Smartsheet is a collaborative work management platform; collaboration is at our core. Thus enabling teams to create processes, programs, and projects while collaborating on those business critical initiatives is the intersection of where the power, and value, of the Smartsheet platform is realized.

The User Subscription model addresses all of our Legacy model's previous challenges. The User Subscription model adapts to your evolving business needs so that you achieve your goals as your organization evolves and grows. We are doing this by introducing:

- **New User Types**
- **All Members Paid**
- **Provisional Use**
- **Reconciliation Periods & True Ups**

New User Types

In an effort to continue to simplify the way that customers understand their Smartsheet environment and the economic impact of the platform we have vastly simplified our user types with the User Subscription model. SysAdmins will have clear and transparent visibility into all of these user types and be able to easily manage them.

Members - Paid users, internal or external to the organization's domain, who can create, edit, comment, and view sheets, workspaces, and other items.

Provisional Members - Temporarily free users, internal or external to the organization's domain who can create, edit, comment, and view sheets, workspaces, and other items. These users cannot self-select to be Provisional Members. Instead, they are given this level of access to Smartsheet when they are shared as a sheet, report, dashboard, or workspace as an admin, editor or commentor.

Guests - Free users, external to the organization's domains, who can edit and comment.

Viewers - Free users, internal or external to the organization's domains, who only need view access on items.

All Members Paid

Based on customer feedback and industry standards we've changed the way in which we assign value to Smartsheet. Both creation and collaboration are core to a collaborative work management platform. This means that based on our definition of a Member, we will now be charging on a per Member basis. SysAdmins will have visibility and transparency into all of their Members and be able to adjust their status whenever necessary.

Provisional Use

Giving users paid access to a platform can be challenging. It is difficult to understand how they will use the platform and if they truly need the level of access they are requesting. Now, anyone can become a Provisional Member on the plan on a temporary basis, without needing to request a license and at no cost, for at least 30 days. During the usage period, Provisional Members can create, edit, and experience the full value of Smartsheet. This allows users to actively participate in the plan and realize Smartsheet's value to projects, teams, and colleagues. When the usage period comes to an end the reconciliation period begins.

Reconciliation Period & True Up

During recurring Reconciliation Periods, System Admins are able to see Member activity and leverage usage data. This data will be used to determine if a Provisional Member should be designated to a paid Member. If it's more appropriate to limit their access, the System Admin can downgrade them to a Viewer (internal users) or Guest (external users) on the plan. Reconciliation periods are determined by the contract billing period and repeat every 90 days.

Frequently asked questions

What is the Smartsheet user subscription model?

The Smartsheet user subscription model simplifies the process of doing business with Smartsheet. We do this in four clear ways:

- 1. Simplifying our user types** - We've simplified from 10+ user types down to three simple, consistent user types. These user types also make us understand when looking at multiple CWM vendors. We now have Members, Guests, and Viewers.
- 2. All Members paid** - Creating processes, programs, and projects AND collaborating on those initiatives is critical to a businesses success. Members are able to do action on both of those value business needs. Members are able to create, administer, edit, and comment all within Smartsheet. We still offer both Viewing and Guests for free.
- 3. Provisional use** - Instead of guessing if a user is going to get value from the platform, admins are able to see that value before incurring any costs. Provisional use provides users full access to the Smartsheet platform for at least 90-days, at no cost. During this time they are able to freely create and collaborate with others - unlocking the value of the Smartsheet platform.
- 4. Reconciliation periods & true ups** - SysAdmins are able to see all of the usage of all their Members, Provisional Members, Guests, and Viewers and decide how to allocate their funds. This means that all users can be managed. During the quarterly reconciliation period SysAdmins are provided visibility to determine if they want to convert their Provisional Members to paid Members, or not.

Why is the model changing?

Smartsheet is changing its subscription model based on customer feedback and industry standards. The new model aims to make it easier for new users to try the platform, simplify subscription management, and provide quicker visibility into user activity and productivity.

When will this model go into effect?

The new Smartsheet user subscription model is effective June 24, 2024. For new plans, these changes apply immediately. For existing customers, the new model will take effect at the first renewal in 2025. If you have a multi-year plan, the changes will apply when your plan is up for renewal in 2025 or later. Smartsheet Advance is not impacted by the new model at this time.

What if I want to move to the new model?

Smartsheet will be allowing a small cohort of customers to move to the new subscription model in 2024. If you are interested in seeing if you qualify, please talk to your account representative to discuss your eligibility.

Can I opt out of the new model?

Customers are unable to opt out of any aspect of our new user subscription model. This is a change that will be occurring across the entire Smartsheet customer base.