

Changes to WorkflowMax Pricing Plans - FAQs

Why are you changing pricing now?

These changes are to reflect the continued value in what WorkflowMax offers businesses, market positioning and changes we've made since we began the journey to help businesses streamline their workflows to save time and money. This journey began in 2007, and other than changes to a couple of user plans in 2011, this is the first significant price change.

Your pricing is already expensive compared to other providers. How can you justify this increase?

We have analysed the software market very carefully and are confident that our pricing fairly reflects the value and experience that WorkflowMax customers look for. We accept that some people will always have a preference for a lower-cost solution and the trade-off that brings.

This isn't justified, you haven't delivered any of the updates I have asked for.

We have continually invested in our platform over the last nine years but unfortunately we can't deliver everything. We get hundreds of feature requests and requirements from numerous sources, including our WorkflowMax community, internal teams, potential customers, partners, as well regional and industry specific requests. We factor all of these into our product development roadmap, alongside ensuring we continue to offer a stable and secure platform meeting all legislative requirements. So quite a list of things to factor in, and with finite resources and hours in the day we need to make some tough calls, and this means we can't deliver on every request.

How do we know you won't continue increasing prices?

WorkflowMax is constantly looking to provide more value to our customers and like all businesses, from time-to-time we may adjust our plans and prices to reflect this.

Are the other regions increasing prices too?

WorkflowMax sets pricing on a regional basis and reviews pricing for each region from time-to-time. These price increases affect all our key markets of New Zealand, Australia, United Kingdom and United States.

Is the price changing for Lead Manager or WorkflowMax Premium add on?

No. Pricing for Lead Manager and WorkflowMax Premium add ons remain unchanged.

Will my discount continue to be applied?

Where we have provided a current discount, it will apply to the new pricing from 1 November 2016.

When will I see the changes on my invoice?

The price changes take effect from 1 November 2016, and will show on invoices from this date onwards.

Changes to WorkflowMax Pricing Plans - FAQs (continued)

If there is another WorkflowMax pricing plan that works better for me, can I change?

If you believe that one of the other plans will work better for you, you can upgrade to a higher plan by logging into WorkflowMax. On the other hand, if you would like to switch to a smaller plan, please contact the [Xero Billing Team](#).

Are Not-for-profit organisations still eligible for a 25% discount on new pricing plans?

Yes, not for profits will continue to be eligible for the 25% discount on new pricing plans.

Is the price change pro-rata'd?

No, we don't pro rata.

Are the prices inclusive of applicable taxes such as GST / VAT?

No, our prices are exclusive of any applicable taxes.

Can you explain why different countries have different pricing?

WorkflowMax sets pricing on a regional basis and reviews pricing for each region from time-to-time. These price increases affect all our key markets of New Zealand, Australia, United Kingdom and United States.