FAQs InLoox 11
Frequently Asked Questions

Date: September 2022

Go to our website for the latest information: www.inloox.com

Inhalt

General Questions

When will InLoox 11 be available?
The commercial roll-out is planned for 31.10.2022.

What is changing with InLoox 11?
InLoox 11 is a revolutionary successor to InLoox 10. In addition to comprehensive changes regarding speed, robustness, infrastructure and innovation, InLoox 11 marks the beginning of the platform era with a subscription-based billing model for new customers and new orders.

Why is InLoox 11 only available as a subscription?
InLoox 11 was developed as a platform for all project members, managers and decision makers. Instead of comparatively long product cycles, we will offer you continuous innovation and improvement.

The new billing plan is very simple and reduces the complexity of the previous licensing model with its different server and user types. To secure your investment and to continuously benefit from innovations in all settings, you will receive every app and features, which are continuously updated and improved.

How does the licensing change?
Licensing is exclusively per user. Different client licenses (Web, Outlook, Universal) no longer exist. Server licenses are automatically included with InLoox 11.
The new work environment is remote, hybrid and dynamic: We want you to be able to use InLoox to its full extent in any setting, no matter where you are, what device you are using and what role you are playing in projects.

Which InLoox Apps are there?
- InLoox for Outlook,
- InLoox Web App,
- InLoox for iOS (coming soon),
- InLoox for Android (coming soon) and
- **-new-** InLoox for Windows.

What is InLoox for Windows?
InLoox for Windows is a new app that every InLoox 11 user gets free of charge. This app offers functions on Windows computers *without* Outlook or *alongside* Outlook.

Do InLoox PM and InLoox now! still exist?
Yes, but with InLoox 11 we have simplified many things, including our product names. "InLoox now!" has simply become "InLoox". It is still possible to run the server on your own hardware: "InLoox On-Prem" is the new name of "InLoox PM".

What is InLoox On-Prem Server?
The InLoox Workgroup Server and the Enterprise Server are combined to "InLoox On-Prem Server" in version 11. This new server provides all services for the local operation of InLoox.

What happens to the InLoox single-user versions InLoox Personal and Personal Plus?
The demand for single-user versions with local data storage has been in sharp decline for years. At the same time, development for this type of software is very costly, because in single-user mode there is no server and thus no services available in the background.

For these reasons, we have decided to stop developing the single-user versions of InLoox and will focus on the development of the cloud and on-prem server versions of our products. Customers of the single-user version with a software service contract will have two migration options: InLoox Enterprise (cloud) or InLoox On-Prem (own server) for one (Personal) or two users (Personal Plus).

What happens with InLoox Starter Edition?

The free InLoox Starter Edition is still available in version 10.
If the functionalities of the Starter Edition no longer suffice for your everyday project work, you can switch to a paid InLoox 11 Edition.

Questions for Customers with Software Maintenance Plan

We use InLoox PM 10, what happens to our licenses when upgrading to InLoox 11?

You retain your existing InLoox PM 10 licenses permanently and you can use them for both, InLoox PM 10 and InLoox 11.

The upgrade does not change the price for the software maintenance plan.
You will receive an InLoox 11 on-prem user for each user (Outlook, Web, Universal), with full access to all apps. With an existing software maintenance plan, you will continue to receive every new release of InLoox.

How does this affect the software maintenance plan?

For customers with only one software maintenance plan, nothing changes: Your software maintenance plan continues to provide access to future upgrades. The price also remains unchanged.
For customers with multiple software maintenance plans, we consolidate them automatically so that you only have one software maintenance plan with InLoox in the future. Consolidation does not require any action on your part. The effective date of the consolidation is the latest renewal date. Of course, the consolidation is free of charge - giving you a financial advantage.

We use InLoox PM 10 and would like to buy more licenses. What do we have to do?

For each new InLoox 11 on-prem user annual subscription purchased by December 31, 2023, you will receive a free, perpetual InLoox PM 10 Universal User license upon request.

We use InLoox PM 10 and would like to migrate to InLoox 11 and the cloud. What do we need to do?

As part of the "Go-Cloud" promotion, we offer you an attractive deal to migrate. Your InLoox contact person will be happy to assist you with any questions you may have.

Questions for Customers without Software Maintenance Plan

We do not have a software maintenance plan, how do we get the update to InLoox 11?

Without a software maintenance plan, the only option is to order InLoox 11 anew. As an existing customer, your InLoox contact person will be happy to provide you with an upgrade offer.

We do not have a software maintenance plan and would like to purchase additional licenses for InLoox PM 10. Is this still possible??

For each new InLoox 11 on-prem user annual subscription purchased until December 31, 2023, you will receive a free, perpetual InLoox PM 10 Universal User license upon request.

Questions Regarding Pricing

How much does InLoox 11 cost?

You can get the InLoox Professional Edition for 24,95$/user/month, billed annually upfront. The InLoox Enterprise Edition is available for 44,95$/user/month, billed annually upfront. And InLoox On-Prem Edition is available for 39,95$/user/month, billed annually upfront. These subscription rates are valid from October 31, 2022, when InLoox 11 is officially launched.

Is there a free InLoox Edition for students?

Yes. If you are studying at a university, college or academy, you can use InLoox Enterprise for free as part of the ProjektCampus.

Is there a free InLoox Edition for educational institutions?

Yes, if you want to use InLoox for teaching in an educational institution, you can use InLoox Enterprise as part of the InLoox Academic Initiative.

Is there a discounted InLoox Edition for non-profit organizations?

Yes. InLoox has been working together with Stifter-helfen and TechSoup since 2011. If you are a non-profit organization registered there, you can use InLoox Enterprise for a processing fee.

Does InLoox offer trainings and how much are they?

We offer a comprehensive training program. You can book a training at your company on site, at InLoox in Munich or an online training.

You can find the training options with prices on www.inloox.com/products/training/.

Questions Regarding the Migration v10 to v11

Is our InLoox now! 10 account automatically updated to InLoox 11?

Not for the time being. However, for technical reasons, InLoox 11 will be rolled out to all users by 01.05.2024 at the latest. You may upgrade to InLoox 11 earlier, however, on your preferred date. When upgrading to InLoox 11, all your data will be migrated automatically.
After the migration, a return to version 10 is no longer possible!

What do we have to do if we want to update from InLoox 10 to InLoox 11?

We are happy to assist you with the migration from InLoox 10 to InLoox 11. For this <u>free consulting service</u>, please contact your InLoox representative.

We are unsure whether we should update to InLoox 11, what can we do?

You can run a test of InLoox 11 in parallel with InLoox 10. Please note that in this case you are working with two different databases, i.e. data from the test run in InLoox 11 cannot be transferred back to InLoox 10.

We use InLoox PM 10 and have a software maintenance plan, but do <u>not</u> want to switch to InLoox 11. What happens to our licenses?

You can continue to use InLoox PM 10. However, no new features will be developed for InLoox PM 10. Warranty (support and bug fixes) will be provided according to the contract terms.

We use InLoox now! and do <u>not</u> want to update to InLoox 11. What happens to our account?

InLoox initially runs version 10 and 11 in parallel. Thus, customers can update at the date of their choice. However, the parallel operation is limited until May 01, 2024, because the economic and organizational effort for the operation and maintenance of two cloud platforms is considerable.

Until the migration, you can continue to work with InLoox now! 10. However, by this date at the latest, all InLoox now! accounts will automatically be migrated to InLoox 11.

If you want to work with InLoox 10 permanently, a migration from the cloud to InLoox PM 10 is also a possible option. Please note the functional differences between InLoox now! and InLoox PM and the requirement that you then run your own InLoox PM Enterprise Server on your hardware.

What do we have to do if we want to migrate from InLoox PM 10 to the cloud?

In order to receive the best possible support during the migration to InLoox 11, please contact your InLoox representative. Together, you will plan the migration of your project data to the InLoox Cloud and carry it out together with the InLoox support. As part of the "Go Cloud" promotion, we offer you an attractive deal.

Questions Regarding the System Requirements for InLoox 11

Why is an application server needed for InLoox 11 On-Prem?
Version 11 marks the transition to the platform for InLoox. This means that you can access your project data with every InLoox App (InLoox for Outlook, InLoox Web, InLoox for Windows, InLoox for iOS, InLoox for Android). For this to work smoothly, a central server that not only holds data but can also control business processes, send messages and provide interfaces is also necessary for InLoox On-Prem.

Why is an SSL certificate necessary for the InLoox On-Prem server?
Project data is sensitive, company-relevant and includes personal data, so data security is a top priority for InLoox. With InLoox On-Prem, we want to contribute to the protection of this data in the best possible way.

Even if data is "only" made available in the corporate network, increased security and compliance requirements, hacker attacks and usage scenarios (such as home office) demand a security level that is aligned with modern best practices. This includes the encryption of network traffic to and from the server. A state-of-the-art certificate is required for this.

Contact Information
If you need assistance or have questions, please reach out to us:

InLoox Representative :
Email
Phone +49 (0) 89 358 99 88 - 20

Support:
Ticket
Phone +49 (0) 89 358 99 88 - 40

Please note our office hours in Germany:
Monday - Friday: 9am - 5pm (C.E.T.)