Product Bulletin

CUSTOMER FAQS FOR SUBSCRIPTION LICENSES

Trimble has introduced an additional product offering of term-based subscription licenses for Trimble Business Center (TBC), Trimble Access, and Trimble RealWorks (TRW). This document adds Trimble RealWorks information to the latest Customer Subscription FAQ document from June 2021.

The Trimble RealWorks subscription offerings use the same platforms, ordering process, fulfillment and activation steps, and usage logic as TBC.

The key points of the new offerings are:

- The current product offering (perpetual license and Trimble Protection Plan maintenance) will remain
- Subscriptions are the new "normal" for our software offering
- Subscription licenses are for single named users and cannot be shared with another user(s)
- Subscriptions are available for an annual term duration

General Subscription Information

What are the new subscription plans for Trimble Business Center?

The Trimble Business Center subscriptions are designed to easily start and scale while making more functionality accessible to users with simpler options and lower upfront costs. There are seven subscription editions or plans to choose from - three core plans (think "good", "better", "best") and four specialty plans focused on vertical applications. There are also three optional modules that focus on regionalized workflows and customers. The modules can be added to any plan. In addition, each subscription edition includes a Trimble Clarity Starter (five project) subscription and Trimble Connect Business subscription to support data transfer workflows using Trimble Sync Manager and the new link between TBC and the T4D monitoring platform.

Three core plans:
- **Starter** - is the entry-level offering for surveyors who need to reduce their GNSS, digital level, and optical data into basic CAD and field deliverables.

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- **Site + Field** - is for surveyors who need a field-to-finish survey CAD software for traditional GNSS, Total Station and Digital Level based deliverables.
- **Survey + Mapping** - adds to Site + Field for surveyors who embrace the latest technology and strive for a competitive edge. Create compelling deliverables from all traditional sensors as well as 3D point clouds and GIS data.

Four specialty plans:

- **Enterprise** - builds on Survey + Mapping for survey, engineering and construction professionals who need flexibility and scale for any project. The complete package to start and stay in Trimble Business Center.
- **Aerial Survey** - is the entry point for surveyors and remote pilots who create deliverables from unmanned aerial vehicles (UAVs).
- **Construction** - for civil construction and earthworks professionals who generate machine control models, accurate quantity takeoff reports, digitized PDFs, and roadway cross-sections.
- **Mobile Mapping** - for surveyors and mapping specialists who process data and generate deliverables from Trimble mobile mapping solutions to integrate with traditional survey sensors and export to other CAD packages.

Three optional regional modules:

- **ANZ Toolbox** - available worldwide, focused on common Australian and New Zealand import and export formats and reports, specifically interactions with 12D.
- **Japan i-Construction** - available only in Japan, this module supports i-Construction workflows and reports.
- **Japan Crack Detection** - available only in Japan, this module features image-based surface crack detection and mapping workflows for Nikon imaging sensors.

Additional information on the subscriptions plans and specific configuration details will be available at and after release on geospatial.trimble.com, trimble.com/tbc, within the TBC product help, and TBC Release Notes.

What are the new subscription plans for Trimble Access?

Trimble Access retains its current base offering as a subscription with two options:

- **Trimble Access GNSS** - full set of capabilities for connections to GNSS devices only
- **Trimble Access General Survey** - the leading field software professional surveyors use around the world.

In addition, supported Trimble Access applications will be available as a subscription. Currently, the applications supported include:

- **Trimble Access Roads**
- **Trimble Access Pipelines**
- **Trimble Access Monitoring**
- **Trimble Access Tunnels**

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- **Trimble Access Mines**

Additional information on the subscriptions plans and specific configuration details will be available at and after release on geospatial.trimble.com, the Trimble Access online help, and Trimble Access 2020.20 Release Notes.

Part numbers and pricing for the new subscription plans are available within the partner online store.

The base subscription for Trimble Access also includes Trimble Connect subscription features to support data transfer workflows using Trimble Sync Manager.

What are the new subscription plans for Trimble RealWorks?

Trimble RealWorks rebrands its current perpetual offerings and adds subscription-only features. There are four subscription editions to choose from - three core plans (think "good", "better", "best") and one specialty plan. Each subscription edition includes a Trimble Clarity Starter (five project) subscription and Trimble Connect Business subscription to support data transfer workflows and Connect applications.

Three core plans:

- **Starter** - Get started with an impressive set of tools for point cloud registration, navigation and viewing. RealWorks starter also includes surface creation and editing, volume calculation, and orthophoto generation.
- **Core** - Save time with automatic registration for target and target-less based projects, automated object classification, advanced drawing tools and the ability to publish projects for easy sharing. Includes all features found in RealWorks Starter.
- **Performance** - Combine your point cloud deliverables with 3D models. Fit, extract and edit common shapes along with specialty tools for modelling safety rails, cages, steel beams and stairs. Includes all features found in RealWorks Core.

One specialty plan:

- **Storage Tank** - Highly automated tools specifically designed for storage tank inspection and calibration. Easily create reports from scanning data, vertical and horizontal tank inspections and secondary tank contaminants. Includes all features found in RealWorks Performance.

What are the prices for the new TBC, Trimble Access, and Trimble RealWorks subscriptions?

Please consult with your local Trimble Geospatial Distribution Partner. To find the nearest Partner, use the Partner locator here - https://geospatial.trimble.com/where-to-buy

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Can the perpetual and subscription licenses be combined?

No, the license options are independent and features or licenses from one does not impact the other. For Trimble Access, it is not possible to use subscriptions on a device that has a perpetual license assigned.

Is there a migration path for current perpetual customers?

Organizations interested in migrating to the subscription option for TBC, Trimble Access, or Trimble RealWorks should contact their local distributor to identify the best configuration of plans and seats to migrate to subscriptions.

What is a named user?

A named user is a specific account, and therefore a person, who is granted access to an application or service. At Trimble, we utilize a unique Trimble Identity (TID) to identify named users. The subscription license is assigned to the Trimble ID, not a hardware serial number or software KeyID, as is the case with the perpetual license options.

What are the main changes for single, named users?

Subscription licenses are for unique named users. Each named user is assigned a license by their administrator, which cannot be shared with another user. Each named user must have their own unique Trimble identity (TID), which is used to associate and assign applications, services, and subscriptions from many different parts of Trimble. In summary, one person = one TID = one seat of a subscription license.

Named users will simplify the management process for larger companies:

- enabling them to assign software capabilities to individual skill sets (eg efficiency with roading or 3D scanning)
- field to office synchronization via SyncManager - send data to a person
- login authentication and cyber security needs. Named users with a unique Trimble ID will be essential to maintain data protection and cyber security.

Named users may change processes within smaller companies:

- Licenses are not passed to users with the hardware (eg: passing around a controller or dongle).
- Smaller companies will need to create Trimble ID's for their users.
- Administrators can then reassign a license to a user as needed.

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Are term or termed licenses and subscriptions the same thing?

Yes, these are two ways to describe the same thing in the case of TBC, Trimble Access, and Trimble RealWorks. A subscription is a software offering over a specific period of time (term), i.e. for a month or for a year. Since Trimble is offering a subscription with a prescribed term, it is also appropriate to call it a 'termed license'.

What are the subscription term periods?

Subscriptions are for 1 year term periods.
- For TBC and Trimble RealWorks, the 1 year term commences at the time that the license is assigned to the customer from their Trimble Geospatial Distribution Partner. The customer does not activate the license.
- For Trimble Access the 1 year term commences at the time the license is activated.
- Activation of the Trimble Access subscription is completed in the Trimble License Manager by the customer administrator.
- Auto-activation of the Trimble Access subscription will occur ninety days after being assigned to the customer if not completed in the Trimble License Manager by the customer administrator. Please make sure that your customers are aware of this auto-activation and that they activate their new subscriptions promptly.

Is it possible to mix and match different Trimble Business Center and Trimble RealWorks subscription plans?

Yes, you can have a different number of plans within an organization and tailor the licenses to the capabilities of the staff. For example you could purchase 10x TBC Survey + Mapping plans and 2x TBC Aerial Survey plans, which can then be assigned to the person(s) with the necessary skill set or workflow requirement.

Are Trimble Business Center and Trimble RealWorks dongle licenses still available?

Yes, but for perpetual licenses only. Subscription licenses do not support dongles. And sorry, the TBC and Trimble RealWorks subscription licenses do not include the popular mini yellow cases that ship with the dongles!

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Purchasing and Delivery Processes

Is there a different purchasing process for subscriptions compared to perpetual licenses?

No. All subscriptions, upgrades and renewals for TBC, Trimble Access, and Trimble RealWorks can be purchased through the local Trimble Geospatial Distribution Partner.

Cancellation Policy

Credits or refunds are unavailable for portions of a subscription that are cancelled mid-term. Users may elect to cancel a subscription or simply not renew the subscription at the end of the term period.

Is the installation process for Trimble Access subscriptions the same as for perpetual licenses?

Installation is similar to a perpetual license. Trimble Installation Manager (TIM) presents a perpetual license or a subscription license installation depending on the device. Any required applications must be manually selected at the point of installation.

Subscription Licenses Usage and Management

Is an internet connection required to login with Trimble ID and access the subscription license?

Yes, an internet connection is required to authenticate the Trimble ID and enable the license for the specific user. Once the license is enabled, a continuous internet connection is not required.

For TBC and Trimble RealWorks, an internet connection is required to enable an automatic verification of the Trimble ID entitlement and license status with the online license server. A customer can operate offline, but will receive in-app reminders to reconnect to the internet within three (3) days of an offline license expiration. If the user does not reconnect to the internet before the end of the 3 days, the license will be revoked, causing the user to lose access to the software. Reconnecting to the internet will automatically renew the users license with the online license server.

For Trimble Access, the user login "field locks" the license to that device. The user can then continually use the software on the device without an internet connection, however, the user is unable to use their license on a different device while it is "field locked". To access their license

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from a different device a user will need to connect their current "field locked" device to the internet, logout and then login onto the different device. The Trimble Access Field lock period is set to the subscription term expiry date.

What if I know I'll be away from reliable internet access for an extended period?

If TBC and Trimble RealWorks users know that they will be offline or have questionable internet access for an extended period of time, they can check-out, or detach their license seat from the license server for up to thirty (30) days. Checking-out a license occurs in TBC or Trimble RealWorks' respective License Manager. A checked-out license does not require internet connectivity for the duration of the check-out period, regardless if the user has or doesn't have internet connectivity. Checked-out licenses can be returned early, also in TBC or Trimble RealWorks' License Manager.

In Trimble Access a user can operate offline for extended periods once they have logged onto the device. The license is then "field locked" to the device and can be used until the user reconnects to the internet and logs out or the subscription term expires.

How can I release a field locked subscription if I do not have access to the locking device?

A field locked Trimble Access subscription is released from a device when selecting sign out or following a successful sign in by a different TID. If neither of these actions are possible, for instance if the device is lost or stolen then a field locked subscription can be released by Trimble Geospatial support.

How do customers manage their subscription license(s)?

The default license administrator or "license admin" is the customer who is assigned the subscription from the Trimble Geospatial Distribution Partner. The license admin can assign users, view usage reports, and manage other options in the online Trimble License Manager platform (https://license-manager.trimble.com). End users assigned by the license admin do not have access to the Trimble License Manager platform.

Can a customer change who their license administrator is?

Yes, customers wishing to change their license administrator should contact their Trimble Distribution Partner. There is also functionality in the Trimble License Manager to grant admin rights to additional Users.

What version of the respective softwares support subscriptions?

For TBC, v5.40 or later

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For Trimble Access, v2020.20 or later
For Trimble RealWorks, v12.0 or later

For More Information

Check the TBC, Trimble Access, and Trimble RealWorks homepages for more information.

For TBC...
- [TBC Perpetual - Subscription Equivalencies](#)
- [TBC Subscription Workflow Matrix](#)
- [TBC Subscription Command Matrix](#)
- [TBC End-user License Agreement (EULA)](#)
- [TBC v5.40 Tech Sheet (English)](#)

For Trimble Access...
- [Trimble Access End-user License Agreement (EULA)](#)

For Trimble RealWorks...
- [Trimble RealWorks Subscription Workflow Matrix](#)
- [Trimble RealWorks End-user License Agreement (EULA)](#)

If you have additional questions please contact your [Trimble Geospatial Distribution Partner](#).

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