Legacy Licensing for Classic Console

Last Modified on 02/02/2026 3:15 am EST

Exalate Classic is compatible with various work management systems, enabling seamless synchronization across different platforms. With Exalate installed on each instance, you can enjoy unlimited synchronization capabilities.

Please note that for **Exalate Classic**, a valid license is required for each instance to facilitate synchronization.

You can find information about New Exalate Plans here.

Note: Starting **February 15, 2026**, the prices for all Exalate products and services have increased by approximately 5%.

Available Plans

Exalate provides three plan types:

Professional Plan

This is a Standard Exalate Plan. With the Pro Plan, you can synchronize an unlimited number of issues.
Pricing depends on the platforms where Exalate is installed. Each instance requires a valid license to synchronize.

Evaluation

You can test Exalate with a limited free 30-day evaluation license, which can be extended at your request. During your evaluation, you can have up to 1,000 synchronized issues (or other entities,

such as incidents or tickets) per evaluation period.

> **Note**: If you evaluate Exalate for Jira on-premise, you can extend the evaluation period via the Marketplace. This is an Atlassian Marketplace Policy.

Enterprise Plan

The Enterprise plan offers robust benefits designed to ensure optimal performance and support for your business. With priority support, proactive monitoring, and a dedicated customer success manager and integration engineer, your company is guaranteed rapid and personalized assistance. Direct communication through Slack or MS Teams ensures quick issue resolution. Furthermore, the plan includes performance optimization, solution assistance, and custom integration services, ensuring your enterprise operates smoothly and efficiently.

You can learn more about what's included in the Enterprise Plan here or reach out to our team at sales@exalate.com.

Free Plan

With the Free plan, you can sync up to 1000 issues per month with Basic connections. Visual and Script connections are not available in the plan.

> **Note**: In case all 1000 syncs have been used in less than a month, the next 1000 syncs will become available next month.

The Free plan becomes available automatically after the Evaluation license expires.

> **Note**: In Jira Cloud, you need to unsubscribe from the Evaluation plan manually to use the Free plan. For more information, check out How to Switch to a Free plan in Exalate for Jira Cloud.

Subscription plans comparison

Here is a short comparison between available license types:

Plans	Evaluation	Professional	Enterprise	Free plan

Plans	Evaluation	Professional	Enterprise	Free plan
Price	Free	Pricing varies depending on the platform	Pricing varies depending on the selected packages	Free
Description	All the benefits of the Pro Plan are **free for 30 days**	Full customizability for standard & advanced integration scenarios	Enhanced profile, priority support for scalable and reliable integrations & other benefits	Pre-made configuration for basic scenarios
Connection types	Basic, Visual & Script	**Basic, Visual, and Script**	**Basic, Visual, and Script**	Basic
Entities per month	1000	**Unlimited**	**Unlimited**	1000
Platforms	All*	All*	All*	All*

*Jira Cloud, Jira On-Premise, Zendesk, Azure DevOps, ServiceNow, GitHub, Salesforce, Freshdesk, and Freshservice.

How can I get an Exalate Subscription?

You can get an Exalate Subscription by choosing one of the options listed below:

1. Try Exalate for FREE or book a demo.
2. Reach out for a quote via the Support Portal or at sales@exalate.com.
3. Reach out to our partners for a quote to our Partners.
4. If you are already using a Free Trial, you can upgrade to the Professional Plan via the **License Details** tab in the Exalate console.

Check out How to get an Exalate Professional license.