# Platform Capacities

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## Overview

The table below summarises the limits of any one tenant. The stated limits are not a commitment that the resources are allocated, rather provide an upper limit in a tenant and the storage capacity is as listed in a Work Order. Other factors may prevent these limits from being reached (e.g. load, performance, contract restrictions & licence restrictions). In addition, whilst not all limits are technically enforced, some limits are – these are identified in this document – and ReadiNow may monitor usage to ensure adherence to these limits.

## ReadiNow Platform Capacity Table

| | |
|---|---|
| **Applications & Data Model** | |
| Custom applications | 50 |
| Relationships per object | 50 |
| Custom fields per object | 100 |
| Custom objects | 200 |
| Choice field values | 500 |
| Maximum of records per object | 2 000 000 |
| Maximum of records per tenant | 20 000 000 |
| Maximum number of security rules per object | 20 |
| Maximum number of security rules per role | 50 |
| Maximum number of security rules per user per object | 10 |
| Maximum content size per field | 100 000 characters |
| Combined content size all fields on a single record | 200 000 characters |
| **Files** | |
| Maximum files per tenant | 50 000 |
| Maximum file size (per file) | 200MB |
| Total Max file storage | 1TB |

| | |
|---|---|
| Theme images/logos/icons size | 20kb |
| **Audit** | |
| Maximum fields to audit per object | 15 |
| Maximum age of record change audit history | 18 months |
| Maximum number of configuration log entries | 10 000 |
| Maximum number of security log entries | 10 000 |
| **Calculations** | |
| Maximum length of calculation | 5 000 characters |
| Time to run | 2 seconds (elapsed server time) |
| **Screens & Reports** | |
| Analyser items on a report | 20 |
| Calculations per report | 5 |
| Columns per report | 10 |
| Time to run a report | 10 seconds (elapsed server time) |
| Scheduled screen refreshes | 50 |
| Maximum elements on a screen | 12 |
| **Workflows** | |
| Maximum number of concurrent running workflows | 30 |
| Maximum number of workflows | 500 |
| Maximum number of workflow runs per day | 5 000 |
| Total number of activities in a workflow | 50 |
| Maximum number of steps per workflow | 100 000 |
| Maximum workflow processing time | 10 hours |

| | |
|---|---|
| Maximum age of workflow run | 18 months |
| Maximum paused workflows | 20 000 |
| **Integrations** | |
| Records through excel/csv import (does not include when triggers are enabled) per day | 100 000 |
| Records through API import (does not include when triggers are enabled) per day | 100 000 |
| Maximum number of Records fetched using get-record activity (per call) | 10 000 |
| Active import schedules | 25 |
| Email attachment maximum size | 20MB |
| Email content size | 1MB |
| Inbound Email messages processed per hour | 500 |
| Outbound Email messages processed per day | 50/full user [1] |
| Inbound SMS processed per day | 100 000 |
| Outbound SMS processed per day | 100 000 |
| **ReadiAI** | |
| AI agents per tenant | 100 |
| AI agent sessions per calendar month | As per the allocation of purchased AI Tier Pack; otherwise a complimentary allocation of 30 sessions per calendar month |
| **Other** | |
| Documents Generated per day | 300 |
| I/O (bandwidth) | 1 TB per month |

Notes:

1. This may require use of client's email server to send emails

# AI Tier Packs

AI Agent usage is licensed and enforced on AI agent sessions only. No other AI Agent metric is licensed.

**Complimentary allocation.** Tenants without a purchased AI Tier Pack receive a complimentary allocation of 30 AI agent sessions per calendar month. This allocation is technically enforced: once reached, no further AI agent sessions can be started in the tenant until the next calendar month.

**Purchased AI Tier Packs.** Customers who have purchased an AI Tier Pack receive the AI agent sessions contracted as the Monthly Allocation in their executed Work Order. These customers are not prevented from starting sessions if the Monthly Allocation is exceeded.

Where the Services under an executed Work Order between ReadiNow and the Customer include a Monthly Allocation of AI Tier Packs for AI Agents, and the Customer's AI agent session usage exceeds the Monthly Allocation by more than 10% in two or more calendar months within a calendar quarter, the Customer agrees to upgrade to the next AI Tier Pack and pay the applicable Fees, or as otherwise mutually agreed in writing.

# Defined Terms

**"Capacities"** means the defined limits or restrictions on the use or access to elements of the Software including but not limited to file and data storage, number of records, number of workflows processes, usage limits, bandwidths limits, service request time, or other such variables as defined by ReadiNow or outlined in Documentation for the Tenant or Non-Production Tenant.

**"Tenant Usage limits"** are as detailed in the Documentation. An example of these (but not limited to) are the usage limits for custom applications, files, screens, reports, workflows, integration, the number of GB capacity and records allocation per tenant, whether as described in a Performance Pack, Capacities or other variables that are relevant to the tenant allocation.

**"Performance Pack"** means the allocation of the User package (type of Users, type of applications purchased) together with the corresponding allocation of Capacities, file and data storage allocation, number of records, App Objects, number of workflows, usage limits, bandwidths limits, service request time, or other such variables as defined by ReadiNow from time to time and updated in this Documentation.

**"AI agent session"** means a chat conversation between a user and an AI Agent, counted once when the conversation is created. All prompts, responses and agent actions within the conversation form one session. A conversation remains resumable for 7 days after its last activity; after 7 days of inactivity it closes, and continuing requires a new session. A new session also begins when the user switches to a different AI Agent or the conversation reaches its processing capacity. Sessions are counted per calendar month and reset at the start of each calendar month.

**"AI Tier Pack"** means a purchased package of AI Agent entitlements at the tier specified in an executed Work Order, including a Monthly Allocation of AI agent sessions.

**"Monthly Allocation of AI Tier Packs"** means the number of AI agent sessions per calendar month included in the AI Tier Pack(s) specified in an executed Work Order between ReadiNow and the Customer.