

Understanding Your Upgrade Options

Commusoft introduced new plans with updated licensing models and pricing in October 2020. The plan you use predates that release, which means you're currently on what we call a **Legacy plan**.

Your current plan: Basic Legacy Plan

Whilst Legacy plans still receive basic updates and maintenance, they are no longer compatible with new features and future Commusoft Core updates. Furthermore, legacy users do not have access to the new licensing model, which offers various benefits and improves how you manage payments and contract renewals with Commusoft.

Commusoft Legacy User Upgrade Options

Legacy Commusoft plans are being retired as we transition all clients to the modern Commusoft Core product. Within Commusoft's Core product you have the option to move to an equivalent plan, **Startup**, or upgrade to our Go Paperless or Customer Journey plans.

Available Core Product Plans:

- **Startup**
- Go Paperless
- Customer Journey

Recommended Upgrade Path

The best upgrade path for businesses with 1–3 Commusoft users on the Basic (Legacy) plan is to transition to the **Startup** plan. Upgrading to this plan grants access to the new licensing model, a similar suite of features to your Legacy solution, and a lower price point.

Upgrade Path Overview	Your Current Plan: Basic	Upgrade to: Go Startup
Price	£30/User/Month	£27.5/License/Month
Storage	1GB/Account	1GB/License

Our client success team is here to make this move as easy as possible so your daily work isn't interrupted. That being said, upgrading to the **Startup** plan requires **no additional training**, so check your system notifications for information on how to **upgrade by 2 November 2026** before the Legacy Plans are retired in January 2027.



Why Businesses Love Startup

- **All Basic Features:** Keep everything you love about your current Commusoft setup. All current features and capabilities of your **Basic** plan are retained on **Startup** (*Excluding Parts Management*)
- **Outbound Email Sync:** Sync your Outlook or Gmail with Commusoft send emails to customers directly through Commusoft.
- **Integrate Payments:** take payments via Stripe on Commusoft

Our New Licensing Model

Everyone who accesses Commusoft needs a license. Think of a licence as an available 'seat' You can have spare seats ready for new staff and future growth, but you cannot create a user without a licence to cover them.

- 1. Contracted Licenses:** Committed for a 12-month period. Best for permanent staff.
- 2. Monthly Rolling Licenses:** More expensive but can be added/removed monthly. Ideal for temporary or seasonal workers.
- 3. Daily Licenses:** Day-by-day charges, perfect for subcontractors.

Frequently Asked Questions

Will additional training be required?

No training is required if upgrading from **Basic** to **Startup**. However, upgrading to 'Customer Journey' does require training to cover additional features and workflows.

Do I need to sign a new contract?

Yes. Upgrading plans initiates a new 12-month agreement, so your pricing and license count are locked in for the year.

What if I don't plan to upgrade?

To provide the best possible security and performance, we are moving all accounts onto our modern Core platform. This means we will eventually stop supporting Legacy plans to focus on a single, improved system for all clients. If you choose not to transition to a new Core plan, your access to Commusoft will ultimately be discontinued.



Feature Comparison

Comparing Features	Your Current Plan: Basic	Upgrade to: Startup
Customer Database	✓	✓
Service Reminders	✓	✓
Assets / Appliances	✓	✓
Create and manage jobs	✓	✓
Mobile	✓	✓
Certificates	✓	✓
Schedule & Dispatch	✓	✓
Customer Invoicing & Payments	✓	✓
Self-Service Invoicing Experience	✓	✓
Accounting Package Integrations	✓	✓
Part Management	✓	
Office 365/Google Mail Integration		✓
Stripe Integrations		✓

