FAQ - Billing and Presales

Plans

What’s the difference between Forma Cloud and Forma LMS?

Forma Cloud is based on Forma Lms, with the same core functionalities, plus preinstalled community plugins, and our exclusive extra features.
With the Forma Cloud service we will take care of

- Server management: we take care of server dimensioning, performance, and security
- Upgrades:
- Bugfixes. Bugfixes and feature improvements added by our maintenance service will be included in the next community releases. Upgrades will be scheduled according to your training programs.
- Exclusive extra features and exclusiva plugins, not available to community users

How are Forma Cloud and Forma LMS integrated?

Forma Farm is a joint venture of two companies that founded the forma.lms project, and is now the major contributor in the Forma core development. Any bugfix and improvement developed on Forma Cloud will be added and released into forma.lms: by using Forma Cloud you'll be the first to benefit any forma.lms upgrade and improvement.

Can I move my Forma installation to Forma Cloud (FLY IN)?

Yes, any standard Forma LMS installation can be transfered to our dedicated cloud service, including courses, users, materials and tracking. We will take care of the migration from your hosting to our cloud infrastructure, including upgrade to the latest stable version. We can’t migrate or maintain any core code customization.

Can I upgrade or downgrade my plan?

Yes, in case of expected (or unexpected!) traffic peaks you can upgrade your plan even for a few months and then revert back to your original plan.

Can I add custom functionalities?

Yes, you can add any of the Forma Cloud extension, or approved third party plugins developed by the Forma LMS association partners.
We will take care of plugins inistallation and maintenance, direct installation of other plugins or customizations won't be allowed

What happens if I quit my cloud plan?

If you quit your Forma Cloud plan we can provide a copy of your platform database and you will be able to download all your user and course files. With these backups it will be possible to reinstall your platform with the same version of Forma LMS.
We won’t provide Forma Lms core files or any plugin code. Backups will be mantained for 60 days.

How do I estimate my active users before moving to Forma Cloud

If you are running an existing Forma LMS on your premises and wish to migrate to Forma Cloud, you can calculate your active users by running this query on your database:

```
SELECT
    COUNT(DISTINCT learning_tracksession.idUser) AS user_count,
    MONTH(enterTime) AS month,
    YEAR(enterTime) AS year
FROM
    learning_tracksession
GROUP BY
    YEAR(enterTime),
    MONTH(enterTime)
ORDER BY
    year,
    month;
```

The result will be a table showing a count of what we consider "active users" for each month/year in the whole history of your platform, so you will be able to choose the optimal plan for your needs

Users and Thresholds

What is an "ACTIVE USER"?

An active user is a unique user that enters a course in any given month. If the user just logs in to download the certificate but doesn’t enter a course, that user is not counted against the monthly threshold.

What's the cost for extra users?

The base cost for each billed extra user is 3,5 €. Discounts will be applied for large amounts of extra users.

What happens if I exceed my plan’s thresholds?

You will be notified if your platform exceeds your monthly active users threshold, then exceeding users will be billed quarterly. If your average monthly traffic over the previous 3 months will be higher than the plan threshold, all the users will be billed. If it will be lower, exceeding users won’t be billed.
Users will always be able to login and take courses.

Can I adjust plan thresholds?

Yes, you can increase any plan by steps of 25 users, to fit your exact training volumes. I.E., you could have a custom professional plan for 150 monthly active users, or a “Company” for 375 active users, and so on.

What are file and data storage?

- File storage is the amount of disk space available for your uploaded courses and user materials.
- Data storage is the disk space occupied by your database.

We place limits on these resources to keep prices lower, but you can add more anytime, just the resources you need, with small upgrades. If your platform exceedes your file and data

storage limits we will get in touch for a plan upgrade. Your platform will keep working with no limitation in any case.

Customization

Can I use a custom domain for my platform?

Yes, you can point any domain (i.e myacademy.com) to your forma cloud platform and send authenticated emails from email accounts on the same domain (i.e. training@myacademy.com). Some notes:

- Authenticated email must be on the same domain
- You can use unlimited subdomains on the main custom domain (like client1.myacademy.com, client2.myacademy.com, etc)
- The first custom domain is included, but you can add more custom domains for an extra cost

Check our configuration guide for details

Can I customize logo and colors?

Yes, you can customize your platform appereance with the "Templedit" feature that comes preinstalled in your forma.cloud

Do you provide PhPMyadmin or any DB access?

NO, since Forma Cloud is a managed service we don't provide any direct access to the platform DB for security and mantainability reasons. Data reading and manipulating is possible with the provided API service. If direct access is required anyway we can provide a DB replica service at an extra yearly cost.

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