

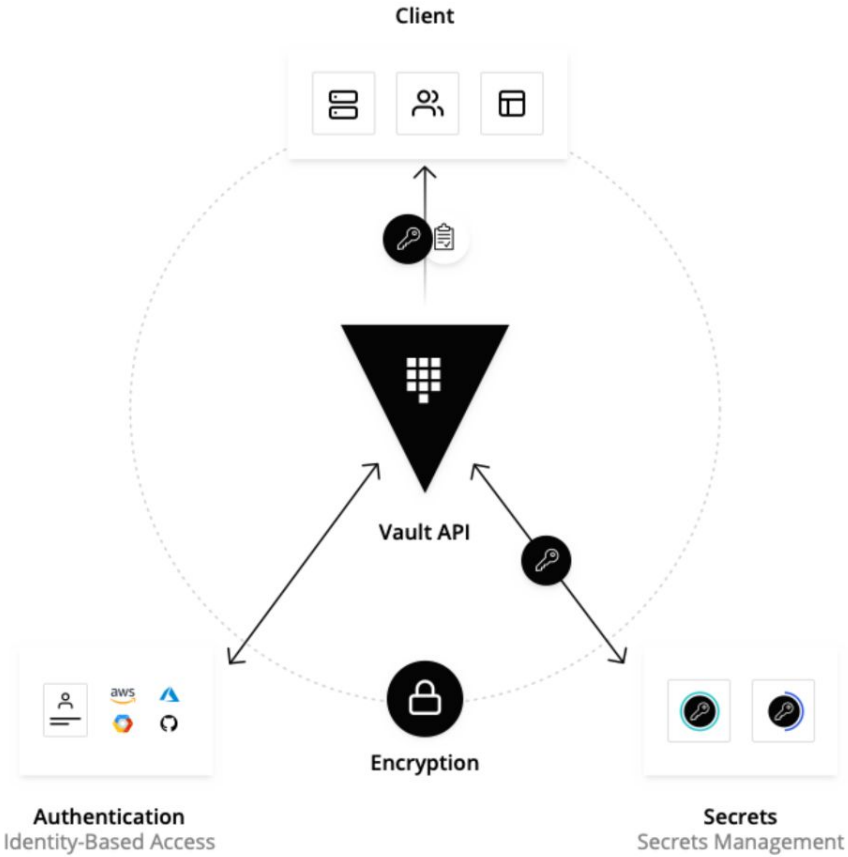
HashiCorp

Vault

Pricing Metrics

How Vault works

Vault tightly controls access to secrets and encryption keys by authenticating against trusted sources of identity such as Active Directory, LDAP, and cloud identity platforms. Vault enables fine grained authorization of which users and applications are permitted access to secrets and keys.

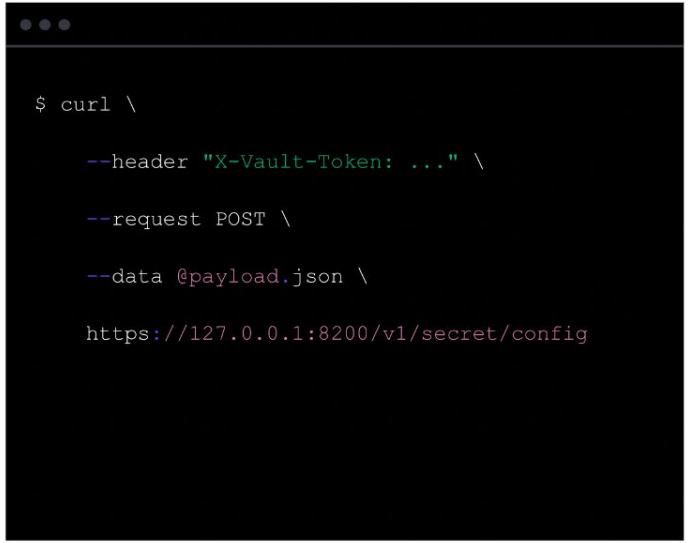


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Vault principles

API driven

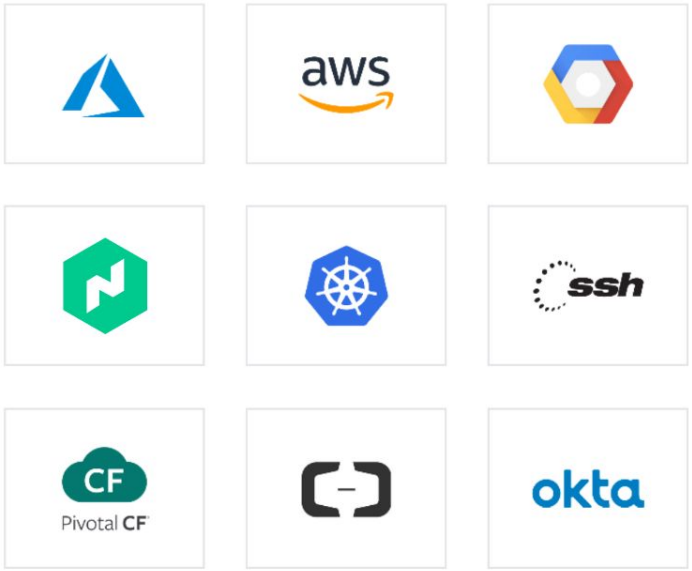
Use policy to codify, protect, and automate access to secrets.



Vault principles

Secure with any Identity

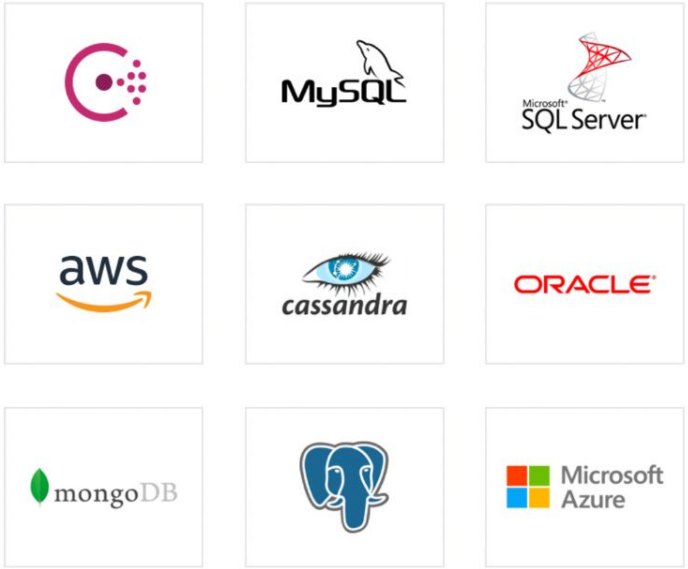
Leverage any trusted identity provider, such as cloud IAM platforms, Kubernetes, Active Directory, to authenticate into Vault.



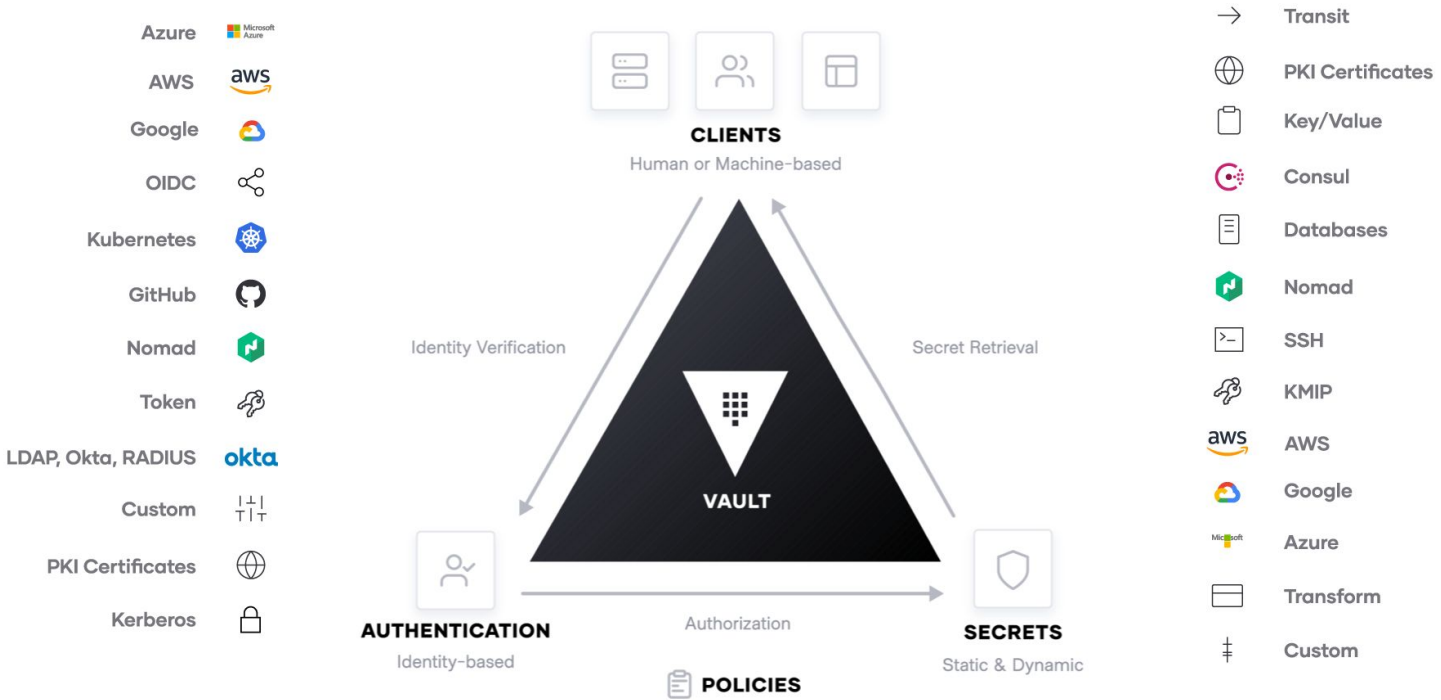
Vault principles

Extend and integrate

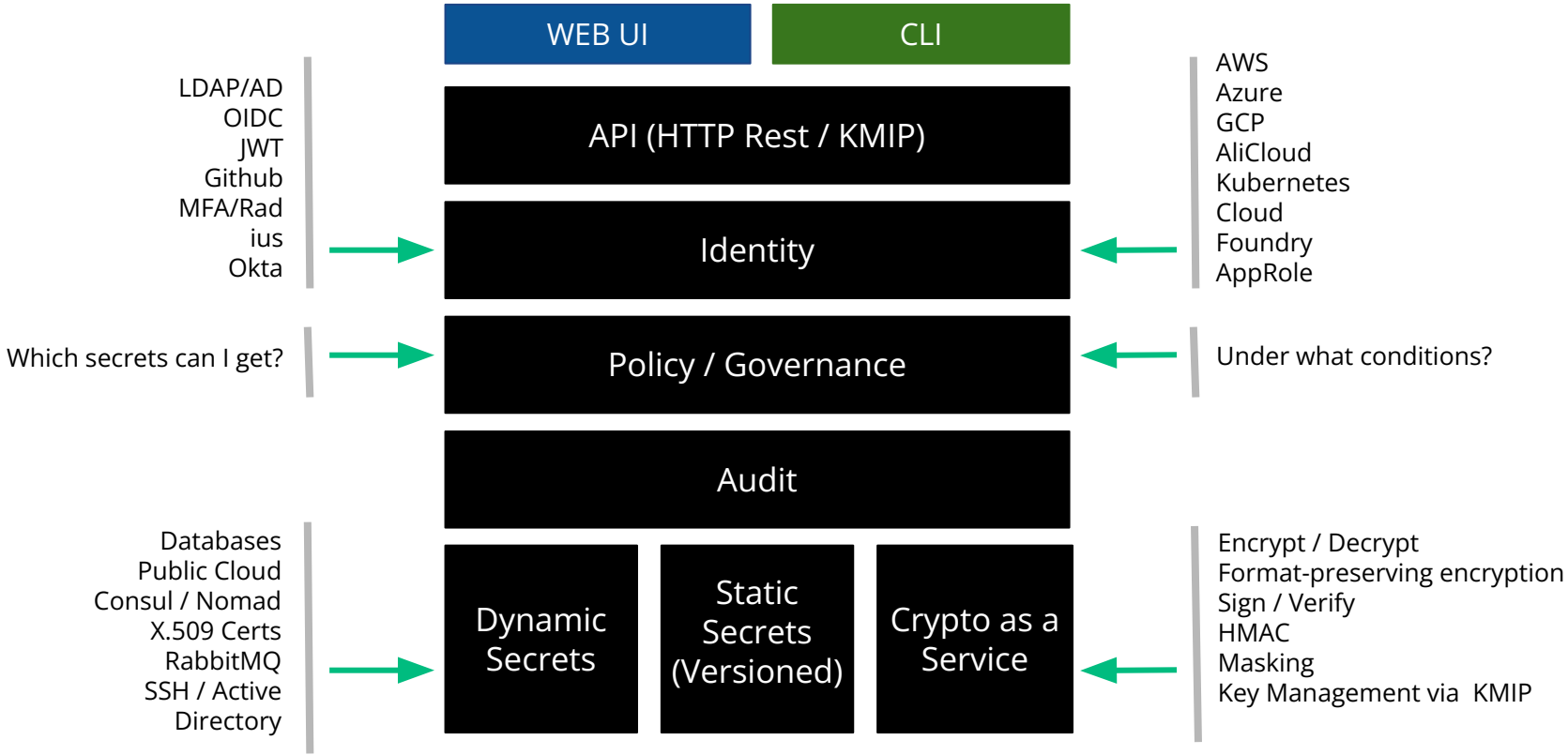
Request secrets for any system through one consistent, audited, and secured workflow.



Vault Overview



Vault Principles



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Dimensions of a Commercial Relationship

Proven Capabilities

- Built on top of the hardened OSS Version (bug fixes, testing, stabilization, robust security, API backward compatibility)
- Enhanced features (Sentinel, RBAC, multi-tenancy, high availability, disaster recovery, integration with critical systems)
- Certification (hardware + software)
- Updates, upgrades, patches including backporting

Enterprise Support

- Service Level Agreements (SLAs)
- Extended product support window (up to 2 years)
- Global support 24/7, mission critical, multi-vendor case ownership, unlimited incidents, defined escalation process
- IP indemnification

Customer Success

- Customer Success Manager
- Customer Success Architect
- Support portal
- Knowledgebase
- Health Checks with recommendations
- Security response team
- Implementation Services

OSS = Open Source Software

IP = Intellectual property

Pricing Metrics Vault Enterprise

- **Vault Enterprise & HCP Vault =** Enterprise Package/ Features
  + Number of Vault Clients
  + Enterprise Support SLA

Vault Enterprise Packages (1/2)

Open Source	Dynamic Secrets	✓	Init & Unseal Workflow	✓	Encryption Key Rolling	✓
	Secret Storage	✓	Key Rolling	✓	Entities & identity groups	✓
	Secure Plugins	✓	UI with Cluster Management	✓	Access Control Policies	✓
	Detailed Audit Logs	✓	Entities & Identity Groups	✓	Identity plugins	✓
	Leasing & Revoking Secrets	✓	Access Control Policies	✓	AWS KMS Auto-unseal	✓
	ACL Templates	✓	Identity Plugins	✓	Azure Key Vault Auto-unseal	✓
	Vault Agent	✓	Encryption as a Service	✓	GCP Cloud KMS Auto-unseal	✓
Enterprise **Standard**	Namespaces	✓	Disaster Recovery	✓	Monitoring Telemetry with Splunk	✓
Enterprise **Plus**	HSM Auto-unseal	✓	Multi-factor Authentication	✓	Sentinel Integration	✓
	FIPS-1140-2 & Seal Wrap	✓	Entropy Augmentation	✓	Lease Count Quotas	✓
	Control Groups	✓	Integrated Storage Snapshots	✓		

Vault Enterprise Packages (2/2)

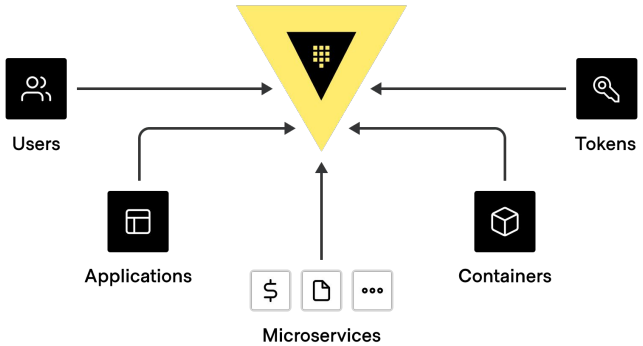
Enterprise **Premium**	Performance Replication	✓	Replication Filters	✓	Read Replicas	✓
	Path Filters	✓				
Enterprise **Advanced Data Protection (ADP)**	Format Preserving Encryption	✓	Data Masking	✓	Tokenization	✓
	KMIP	✓	Key Management Secret Engine	✓		

Vault Client Count

Vault Clients for billing purposes are simply all distinct

1. **Human Users,**
2. **Applications/ services (including CICD Pipelines using the Vault API)**
3. **Servers (including VMs/ Containers)**
4. **Container, etc.**

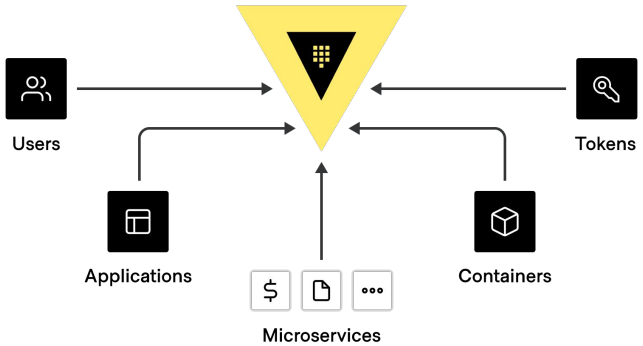
that authenticate, or communicate to Vault at least once over a billing cycle for access to and management of secrets, or to perform a KMIP operation.



What is a Client and how to count them:
https://cloud.hashicorp.com/docs/vault/client

Vault Client Count

- One application with multiple instances is a client
- One application that has been broken up into 10 services are 10 clients
- One CICD pipeline with 10 workflows
  - what do the workflows do? Does each workflow receive a token in which it has a role that limits the scope of secrets accessed? Then 10 clients
  - Or is Circle CI the only thing with a token and that token is used to generate all secrets for each workflow? Then 1 client
- Vault Agent
  - You could have 50 VMs scaled horizontally for 50 instances of 1 application that each have a Vault agent on them for that app, in which case it'd be 1 client.
  - Or you could have 1 Vault agent on a VM that 5 different apps on that host utilize, in which case it'd be 5 clients.



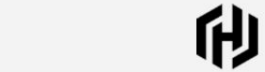
What is a Client and how to count them:
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Enterprise Support SLA

		BRONZE	SILVER	GOLD
Hours of availability		N/A	9-5, Monday - Friday US LOCAL TIME EUROPEAN CENTRAL TIME AUSTRALIA EASTERN TIME	24 X 7 (SEV-1 URGENT)
SEVERITY 1 Urgent	FIRST RESPONSE	N/A	4 business hours	60 minutes
	UPDATE FREQUENCY	N/A	8 business hours	4 hours
SEVERITY 2 High	FIRST RESPONSE	N/A	8 business hours	4 business hours
	UPDATE FREQUENCY	N/A	2 business days	8 business hours
SEVERITY 3 Normal	FIRST RESPONSE	N/A	24 business hours	8 business hours
	UPDATE FREQUENCY	N/A	5 business days	3 business days
SEVERITY 4 Low	FIRST RESPONSE	24 business hours	24 business hours	24 business hours
	UPDATE FREQUENCY	Reasonable best effort	Reasonable best effort	Reasonable best effort
Technical contacts allowed		2	3	4

➤ Documentation Support SLA: https://www.hashicorp.com/customer-success/enterprise-support

Enterprises that trust Vault.



TECHNOLOGY

Adobe
CISCO
slack
ATLASSIAN
SAP Ariba
SAP
SPACEFLIGHT
pagerduty
APPTIO
BuildDirect
AUTODESK
Joyent
distil networks
Ultimate SOFTWARE People first

FINANCIAL

BARCLAYS
CapitalOne
credit karma
BRIDGEWATER
CITADEL
aire
DOW JONES
SOCIETE GENERALE

MEDIA & COMMUNICATIONS

verizon
hulu
TELUS
THOMSON REUTERS
Hootsuite
The New York Times

SOFTWARE & TECH

jet
UNDER ARMOUR
petco

INSURANCE SERVICES

OpenCredo
Arctiq
McKinsey&Company
BCG The Boston Consulting Group
CONTINO

FEDERAL & PUBLIC SECTOR

AUTOMOTIVE

cruise
RENAULT NISSAN