

TOSI SUBSCRIPTION PLANS

Choose the plan that matches where your operations are today, and grow into the next one as your environment expands.

HOW THE PLANS WORK

Every Tosi subscription is built on the same foundation: secure, outbound-only connectivity, zero-trust architecture, and identity-based access. The plans differ in how much visibility, control, and intelligence they unlock on top of that foundation.

Most organizations start at the tier that matches their environment today and move to a higher plan as they add sites, integrate with IT systems, or take on new compliance obligations. The platform supports the progression without rearchitecting.

IF YOU ARE AN ESSENTIALS CUSTOMER TODAY

Essentials is the base level of the Tosi platform. Customers on Essentials have a Tosi gateway and the minimum platform functionality required to operate it. Essentials is not a tier Tosi promotes. It is the starting point, and its capabilities are intentionally narrow.

WHAT ESSENTIALS INCLUDES

- On-demand secure remote access
- One active connection per client
- Basic visibility into users, keys, and gateways through searchable list views
- Security hot fixes to maintain compliance with the European Cyber Resilience Act
- Knowledge Base access for documentation and self-learning resources
- Self-service support

WHAT ESSENTIALS DOES NOT INCLUDE

- Software and firmware updates beyond security hot fixes
- Gateway connectivity monitoring or alerts
- Role-based access control beyond basic user management
- Operational reporting, exports, or event visibility
- VLAN support, Layer 2 networking, or any connectivity beyond on-demand remote access
- API access, integrations, asset management, or AI capabilities
- Service Portal access and vendor support beyond the Knowledge Base

LIMITATIONS TO BE AWARE OF

Active connection limit. Essentials clients are limited to one active connection at a time. Customers using multiple concurrent connections through Tosi Soft Key today need to plan their move to Standard or higher. The current way of working will not be supported on Essentials going forward.

Security hot fixes versus feature updates. Security hot fixes are available at all subscription levels, including Essentials, so every customer can maintain compliance with the European Cyber Resilience Act. Full software and firmware upgrades that deliver new features and feature improvements begin at Standard. Customers who need access to platform improvements over time should plan to move to Standard or higher.

If any of these limitations affects how you operate today, the right next step is a conversation with your Tosi contact about moving to Standard or a higher tier.

PLANS AT A GLANCE		
STANDARD <i>Connect and visualize</i>	PROFESSIONAL <i>Visualize and control</i>	ENTERPRISE <i>Control and comply</i>
<p>Best for</p> <p>Organizations establishing secure connectivity and basic visibility across one or a few sites.</p> <p>What's included</p> <ul style="list-style-type: none"> ✓ 5 active connections per client ✓ Secure remote access with full visibility ✓ Basic role-based access control ✓ VLAN support and Layer 2 networking ✓ OpenVPN protocol support ✓ Gateway monitoring and alerts ✓ Software and firmware updates ✓ Core event visibility and system health ✓ Standard reporting and exports ✓ Standard support including Service Portal access 	<p>Best for</p> <p>Organizations managing multiple sites that need centralized control, identity management, IT integration, and data collection for compliance.</p> <p>What's included</p> <ul style="list-style-type: none"> ✓ Everything in Standard, plus: ✓ Unlimited connections, 24/7 data flow ✓ Single Sign-On and time-based access ✓ Global network map and admin controls ✓ Centralized monitoring and advanced role and access control management ✓ Log data collection, centralized audit trails, and reporting ✓ Data collection and compliance reporting ✓ API access for integrations ✓ Advanced support 	<p>Best for</p> <p>Organizations with compliance obligations or risk management requirements operating at scale.</p> <p>What's included</p> <ul style="list-style-type: none"> ✓ Everything in Professional, plus: ✓ Enterprise IdP integration (SCIM) ✓ Enterprise portal management ✓ Premium support ✓ Tosi MCP for AI-assisted operations [Available Q4 2026] ✓ Asset discovery, vulnerability and risk management [Available Q4 2026] ✓ Tosi MCP Advanced and Tosi AI Agents [Available Q4 2026 to Q1 2027] ✓ Asset and compliance reporting, custom dashboards [Available Q4 2026 to Q1 2027]

Tosi Insight is available now as an add-on with any tier. See the dedicated section for details on what it delivers.

About future capabilities. *Several Enterprise capabilities are scheduled for release in Q4 2026 to Q1 2027. These are tagged accordingly throughout this document so customers can plan deployments and align contract timing.*

DETAILED COMPARISON

Capabilities included at each plan level. Items tagged Available Q4 2026 or Available Q4 2026 to Q1 2027 are scheduled for release in those windows.

Capability	Standard	Professional	Enterprise
Connectivity and access			
Secure remote access	✓	✓	✓
Outbound-only connectivity (no inbound ports)	✓	✓	✓
VLAN support and Layer 2 networking	✓	✓	✓
OpenVPN protocol support	✓	✓	✓
Log data collection and centralized audit trails	*	✓	✓
Security hot fixes (CRA compliance)	✓	✓	✓
Software and firmware updates	✓	✓	✓
Unlimited active connections, 24/7 data flow	–	✓	✓
Identity and access management			
Role-based access control (RBAC)	Basic	Full	Full
Time-based access control (TBAC)	–	✓	✓
Single Sign-On (SSO) integration	–	✓	✓
Enterprise IdP integration (SCIM)	–	–	✓
Visibility and monitoring			
Device metadata for Tosi hardware (not connected assets)	✓	✓	✓
Gateway connectivity monitoring and alerts	✓	✓	✓
Global network map and admin controls	–	✓	✓

Capability	Standard	Professional	Enterprise
Centralized monitoring and advanced role and access control management	-	✓	✓
Full asset discovery and lifecycle management	-	-	Available Q4 2026
Asset-level monitoring, events, and alerting	-	-	Available Q4 2026 - Q1 2027
Data, reporting, and integration			
Standard operational reporting and exports	✓	✓	✓
Full system event management, advanced reporting	-	✓	✓
Data collection and compliance reporting (NIS2)	-	✓	✓
Asset and compliance reporting, custom dashboards	-	-	Available Q4 2026 - Q1 2027
API access for integrations	-	Standard	High capacity
Risk, compliance, and intelligence			
Vulnerability monitoring, management, alerting	-	-	Available Q4 2026 - Q1 2027
Risk scoring and automated compliance recommendations	-	-	Available Q4 2026 - Q1 2027
AI			
Tosi MCP for AI-assisted operations	-	Available Q4 2026	Available Q4 2026
Tosi MCP Advanced and Tosi AI Agents	-	-	Available Q4 2026 - Q1 2027
Customer support			
Support level	Standard	Advanced	Premium
Knowledge Base access (24/7)	✓	✓	✓

Capability	Standard	Professional	Enterprise
Service Portal access (24/7)	✓	✓	✓
Phone support	–	✓	✓
Prioritized service handling	–	✓	Highest priority
Extended service hours	–	✓	✓
24/7 availability for P1 and P2 incidents	–	–	Optional add-on
Annual training vouchers	–	1	3

* Log data collection is being evaluated for Standard to support NIS2 compliance. Available today in Professional and Enterprise.

CUSTOMER SUPPORT

Every Tosi subscription includes support that scales with the subscription tier, so the support model and customer experience match the operational stakes of the environment you are running. Decision makers evaluating Tosi should understand that support is part of the value of each tier, not a separate line item to be negotiated later.

Full support service descriptions, response and resolution targets, and service-level details are published in the [Technical Support Service Description](#) and the [Additional Services Description](#).

ESSENTIALS PACKAGE: SELF-SERVICE SUPPORT

The Essentials subscription is self-service. Users have access to the Tosi Knowledge Base for documentation and self-learning resources. Service Portal access is not included. Security hot fixes are provided to maintain compliance with the European Cyber Resilience Act, but full software and firmware updates are not included. Essentials is appropriate for evaluation, individual technicians, or single-site low-risk use.

STANDARD PACKAGE: STANDARD SUPPORT

Standard support is included with the Standard subscription and provides the essentials to keep a Tosi environment running. Customers have 24/7 access to the Tosi Service Portal for ticket submission, documentation, and self-learning resources, and email support during local business hours. Software and firmware updates, bug reporting, and feature request handling are included. This level of service is appropriate for organizations operating in a small number of sites with limited operational risk and the internal capacity to self-manage their environment.

PROFESSIONAL PACKAGE: ADVANCED SUPPORT

The Professional subscription includes Advanced support, which adds phone support during extended service hours, prioritized service handling with defined response and resolution targets, and remote support for troubleshooting. The subscription includes one annual training voucher to keep your team's capability current. This is the right level of service for organizations managing multiple sites where uptime and response times matter to operations.

ENTERPRISE PACKAGE: PREMIUM SUPPORT

The Enterprise subscription includes Premium support, the most comprehensive level of service Tosi offers. Premium provides the highest priority service handling with the fastest response and resolution targets, optional 24/7 availability for Priority 1 and Priority 2 incidents, pre-scheduled availability of a Technical Support Engineer, an optional Technical Service Manager, and three annual training vouchers. Premium is built for organizations operating critical infrastructure, working under compliance obligations, or running complex multi-site environments where downtime carries operational and regulatory consequences.

ONBOARDING AND TRAINING SERVICES

Onboarding and training are available as separately purchased services for customers at any subscription tier. They are not included in the subscription itself. The Tosi services team works with each customer to scope the right package for their environment, from a basic deployment kickoff through full multi-site enablement programs.

For Professional and Enterprise customers in the US, the Customer Success Manager team coordinates a kickoff meeting at the start of the engagement. The kickoff is a planning conversation, not a delivery engagement. Hands-on onboarding work, installation support, role-based enablement, integration work, and structured knowledge transfer are delivered through onboarding and training packages that are quoted and invoiced separately.

Talk to your Tosi contact about the onboarding and training package that fits your deployment plan.

TOSI INSIGHT

Available now. Network traffic analytics for OT environments. Add to any tier.

Tosi Insight is an add-on that brings comprehensive visibility, behavioral analysis, and intelligent alerting to your OT network. It runs as a module within the Tosi Platform with no additional appliances required, and is available with any subscription tier.

Where the subscription tiers focus on connectivity, access, and management, Tosi Insight focuses on understanding what is happening on the network: every device, every protocol, every data flow.

WHAT TOSI INSIGHT DELIVERS

Comprehensive visibility	Behavioral analysis	Intelligent response
<ul style="list-style-type: none"> ✓ Native understanding of industrial protocols including Modbus, DNP3, and Profinet ✓ Persistent asset registry that updates automatically ✓ Traffic visibility by source ✓ Friendly device naming 	<ul style="list-style-type: none"> ✓ Baseline learning of healthy network behavior ✓ Real-time anomaly detection ✓ Operational intelligence to spot underperforming or misconfigured equipment 	<ul style="list-style-type: none"> ✓ Prioritized alerts with contextual recommendations ✓ Risk-based prioritization ✓ Role-based dashboards for operations, security, and executive teams ✓ Remote troubleshooting that enables rapid diagnosis without site visits

Tosi Insight is the right add-on if you need to:

- Know what assets are on your network and what they are doing, in real time
- Detect abnormal traffic, rogue devices, and risky behaviors before they become incidents
- Maintain forensic records for audit purposes
- Reduce downtime by spotting underperforming or failing assets before they fail
- Manage risk and operational behavior across all connected sites from a unified view

CHOOSING THE RIGHT PLAN

Most organizations land on the right tier by working through a few questions about their environment and where it is headed.

STANDARD IS THE RIGHT STARTING POINT IF:

- You operate in one site or a small number of sites with limited growth planned
- Your priority is establishing reliable secure connectivity and basic visibility
- You need software and firmware updates, gateway monitoring, and connectivity alerts
- You need log data collection for security and basic compliance
- Centralized identity management and integration are not yet required

PROFESSIONAL IS THE RIGHT FIT IF:

- You manage multiple sites and need consistent operations across them
- You need centralized access control through SSO, full RBAC, or time-based permissions
- You need data collection and reporting to support NIS2 or similar compliance obligations
- You need audit logs, advanced reporting, or integration with other systems through APIs
- You need real-time routing, control, and automation across distributed sites
- You want Advanced support

ENTERPRISE IS THE RIGHT FIT IF:

- You have regulatory, compliance, or audit requirements emerging or already in place
- You are scaling to large or complex OT environments
- You need enterprise IAM integration (SCIM) and enterprise portal management
- You require Premium support
- You want to lock in Tosi MCP, Tosi MCP Advanced, Tosi AI Agents, and asset discovery as they release in Q4 2026 and Q4 2026 to Q1 2027

NEXT STEPS

Talk to your Tosi contact to confirm the right tier for your environment and to receive a written proposal aligned to the use cases you are solving.