ARIS 10

CLOUD ENTERPRISE USAGE

APRIL 2025

This document applies to ARIS Version 10.0 and to all subsequent releases.

Specifications contained herein are subject to change and these changes will be reported in subsequent release notes or new editions.

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1 General usage conditions

Customers must agree that anonymized data in the form of events are sent to the ARIS Cloud Enterprise Metering system (ACE Metering) to track the usage of the ARIS installation.

Performance degradation may occur depending on customer usage scenarios and patterns, for example:

- Very high numbers of viewers and modelers simultaneously viewing and working with workspace content in the same database in combination with large amounts of data in this database. It is strongly recommended to separate content to be displayed from content that is being modeled. You can either publish a specific version that differs from the workspace or provide the content to be displayed in a separate database. Please contact Software GmbH for best practices in this regard.
- High numbers of completed Process Governance (APG) workflow instances. Performance can be improved by frequent archiving (every 5.000 workflows).

Also, the general disclaimer from the product documentation applies:

ARIS products are intended and developed for use by natural persons. Automated processes, such as the generation of content and the import of objects/artifacts via interfaces, can lead to an outsized amount of data, and their execution may exceed processing capacities and physical limits. For example, processing capacities are exceeded if models and diagrams transcend the size of the modeling area, or an extremely high number of processing operations are started simultaneously. Physical limits may be exceeded if the memory available is not sufficient for the execution of operations or the storage of data.

It is strongly recommended to set up a test/staging environment.

2 ARIS Cloud Enterprise (Dedicated)

Values are environment-wide, including data in all tenants.

Valid size	XXXL	XXL	XL	L	M	S
User limits (Viewer and Designer in ARIS/ARIS Designer/ARIS Architect/ARIS UML Designer)						
Maximum number of loaded users in ARIS User Management Component (UMC)	100,000	100,000	50,000	25,000	12,000	6,000
Number of users working simultaneously* * The user numbers given are based on standard product tests within the Software GmbH test environments of standard configuration and databases. These tests simulate user behavior using various product functions via time-adjusted activities (modeling, viewing, trigger report, etc.), for example, at 30-seconds intervals.	10,000*	5,000*	1,700*	600*	200*	100*
ARIS database limits						
Object definitions and groups for each ARIS database in workspace	1,000,000	1,000,000	1,000,000	500,000	250,000	250,000
Object definitions and groups across all ARIS databases incl. versions	20,000,000	20,000,000	10,000,000	5,000,000	2,500,000	1,000,000
Maximum number of all databases	200	200	100	50	50	25
ARIS Document storage						
Maximum used storage in GB	200	200	200	200	25	10
Total number of documents incl. document versions and folders ** with large-scale ARIS document storage	1,000,000**	1,000,000**	40,000	40,000	40,000	10,000
Models of Spreadsheet type						
Maximum number of cells in one sheet	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000
Maximum number of sheets in a model	32	32	32	32	32	32
Maximal length of a sheet name	256	256	256	256	256	256
Maximum number of characters in a cell editor	512	512	512	512	512	512

Valid size	XXXL	XXL	XL	L	M	S
ARIS Process Governance (if applicable)						
Simultaneously running APG workflows*** *** These numbers are based on tests with the standard built-in Connect workflows and may vary (be lower) in case more complex and custom workflows are used.	2,500***	1,500***	1,000***	1,000***	500***	500***
Maximum number of completed APG workflows not yet archived	5,000	5,000	2,500	1,500	1,500	1,000
ARIS Risk and Compliance						
Number of users working simultaneously **** **** Control test and risk assessment workflow objects are processed by users (owners or reviewers). Average processing time per workflow object is 80 seconds.	1,000	500	200	100	20	10
User statistics						
Recommended number of user statistics not yet exported and purged	3,000,000	2,000,000	1,500,000	1,000,000	800,000	500,000
ARIS DBMS disk space						
Maximum size of disk space available for the database management service in GB	400	400	400	200	100	50

Valid size	XXXL	XXL	XL	L	M	S
ARIS Process Mining						
Number of concurrent mining analysis users (The number of mining users represents the number of parallel users running different analyses with simple and complex queries in Software GmbH product tests).	200	200	200	100	50	10
Total number of cases per tenant (The number of cases is also limited by the allowed disk usage.)	**	**	**	**	**	**
Cases per data set	150,000,000	50,000,000	20,000,000	10,000,000	5,000,000	1,000,000
Max. disk usage for mining data in Elastic (in GB) (The disk usage is based on typical mining cases consisting of 40 steps per case with an average of 500 attributes per case with a mix of numeric, data, and text attributes and 2 fact tables. The actual system disk usage and performance may vary with other case structures or process configurations).	30,000	20,000	10,000	5,000	2,500	400
** depending on license						
Collaboration						
Maximum number of groups	250	200	150	100	50	50
Maximum number of activities	50,000	40,000	30,000	20,000	10,000	10,000
ARIS Dashboards						
Number of users working simultaneously ***	1,000	800	600	400	200	100
*** based on viewing a standard dashboard of medium complexity						

EVENTS

Valid size	XXXL	XXL	XL	L	M	S
Event limits (exceeding these limits is allowed but can result in performance degradation or outage of certain functionalities) Events are sent when read, write, update, and delete operations are performed on models and objects triggered by users or scripts. For example, opening a model in the portal that contains 100 object definitions triggers about 150 events.						
Maximum number of events in the last 24h	200,000,000	100,000,000	50,000,000	25,000,000	12,000,000	6,000,000
Maximum number of events per minute	160,000	80,000	40,000	20,000	10,000	5,000

EVENT EXAMPLES

Use case (used ARIS database: United Motor Group)	Events
Opening the EPC **Sales Order Processing (As-is)****** in ARIS Connect Portal as Viewer	65
Opening the EPC **Sales Order Processing (As-is)****** in ARIS Architect	350
Saving the EPC **Sales Order Processing (As-is)****** with 10 attribute changes	40
Executing the report **Export Graphic as PDF** for the EPC **Sales Order Processing (As-is)****** as Viewer or Connect Designer	20
Moving the EPC **Sales Order Processing (As-is)****** from one database to another (Merge)	700

**** The EPC **Sales Order Processing (As-is)** model contains 64 objects, 66 relationships, and 849 attributes.

3 ARIS Public Cloud

Values are per purchased ARIS project room.

Valid size	Enterprise Public Cloud	Advanced	Basic
User limits (Viewer and Designer in ARIS/ARIS Designer/ARIS Architect/ARIS UML Designer)			
Maximum number of loaded users in ARIS User Management Component (UMC)	5,000	200	20
Number of users working simultaneously* * The user numbers given are based on standard product tests within the Software GmbH test environments of standard configuration and databases. These tests simulate user behavior using various product functions via time-adjusted activities (modeling, viewing, trigger report, etc.), for example, at 30-seconds intervals.	100*	100	10
ARIS database limits			
Object definitions and groups for each ARIS database in workspace	250,000	50,000	10,000
Object definitions and groups across all ARIS databases incl. versions	1,000,000	250,000	10,000
Maximum number of all ARIS databases	25	10	1
Models of Spreadsheet type			
Maximum number of edited cells	1,000	n/a	n/a
Maximum number of cells in one sheet	1,000,000	n/a	n/a
Maximum number of sheets in a model	32	n/a	n/a
Maximum length of a sheet name	256	n/a	n/a
Maximum number of characters in a cell editor	512	n/a	n/a
ARIS Document storage			
Maximum used storage in GB	7	1	0,25
Total number of documents incl. document versions and folders	7,000	6,000	5,000
ARIS Process Governance (if applicable)			
Simultaneously running APG workflows*** *** These numbers are based on tests with the standard built-in Connect workflows and may vary (be lower) in case more complex and custom workflows are used.	500***		n/a
Maximum number of completed APG workflows not yet archived	1,000		n/a

Valid size	Enterprise Public Cloud	Advanced	Basic
ARIS Process Mining			
Number of concurrent mining analysis users (The number of mining users represents the number of parallel users running different analyses with simple and complex queries in Software GmbH product tests).	10 (basic)/ 50 (enterprise)		
Total number of cases per tenant	250,000 (basic)/ 10,000,000 (enterprise)		
Cases per data set	250,000 (basic)/ 5,000,000 (enterprise)		
Max. disk usage for mining data in Elastic (in GB) (The disk usage is based on typical mining cases consisting of 40 steps per case with an average of 500 attributes per case with a mix of numeric, data, and text attributes and 2 fact tables. The actual system disk usage and performance may vary with other case structures or process configurations).	20 (basic)/ 1,000 (enterprise)		
Collaboration			
Maximum number of groups	50	50	50
Maximum number of activities	10,000	10,000	10,000
ARIS Dashboards			
Number of users working simultaneously ***	10	n/a	n/a
*** based on viewing a standard dashboard of medium complexity			

4 ARIS AI Companion – Credit consumption

Activity	Credits
Text to process model	50
AI-assisted search	1
Generic Companion with general knowledge for process mining guidance	4
Context-sensitive AI-based process insights in the Process Explorer	8
AI-based creation of calculated fields	8
Companion answers data-driven business questions	12

5 Support and legal information

This section provides you with some general information regarding product support and legal aspects.

5.1 Documentation scope

The information provided describes the settings and features as they were at the time of publishing. Since documentation and software are subject to different production cycles, the description of settings and features may differ from actual settings and features. Information about discrepancies is provided in the Release Notes that accompany the product. Please read the Release Notes and take the information into account when installing, setting up, and using the product.

If you want to install technical and/or business system functions without using the consulting services provided by Software GmbH, you require extensive knowledge of the system to be installed, its intended purpose, the target systems, and their various dependencies. Due to the number of platforms and interdependent hardware and software configurations, we can describe only specific installations. It is not possible to document all settings and dependencies.

When you combine various technologies, please observe the manufacturers' instructions, particularly announcements concerning releases on their Internet pages. We cannot guarantee proper functioning and installation of approved third-party systems and do not support them. Always follow the instructions provided in the installation manuals of the relevant manufacturers. If you experience difficulties, please contact the relevant manufacturer.

If you need help installing third-party systems, contact your local Software GmbH sales organization. Please note that this type of manufacturer-specific or customer-specific customization is not covered by the standard Software GmbH software maintenance agreement and can be performed only on special request and agreement.

5.2 Support

PRODUCT SUPPORT

We provide support for ARIS products to all customers with a valid support contract.

Contact our Global Support services at ARIS Community to raise and update support incidents and post ideas and feature requests.

COMMUNITY

Register with ARIS Community to download products, updates and fixes, find expert information, and interact with other users.

DOCUMENTATION

For information on how to use and activate products and for other technical support questions, visit the ARIS Documentation website.

If you want to give feedback on any documentation topic, write to documentation@aris.com.