

What to expect at your renewal.

Your Renewal Process

While your renewal timeline and process may vary based upon your needs, you can generally expect the following when it comes time to renew your Procore partnership:

STEP 1 2-3 months

Conduct Annual Business Review with Customer Success Team and have initial conversation with Renewal Manager about renewal process.

STEP 2 ~2 months

Your Renewal Manager will schedule time with you to dive deeper and discuss your partnership with Procore, changing needs, tools to estimate your volume, and goals for the upcoming year.

STEP 3 1-2 months

Your Renewal Manager will help you complete your WIP report to project expected ACV for the upcoming year, address questions or requests, and begin pricing discussions.

STEP 4 ~30 days

In the month up to your renewal you'll work with your Renewal Manager to finalize contract details and pricing and execute your renewal contract.

Ongoing

Throughout your partnership with Procore, your Customer Success Team will support you in maximizing ROI through Annual Business Reviews, adoption support, value discussions, and ongoing customer support.

Your Procore Partnership

We've been focused on improving the lives of everyone in construction for nearly 20 years and have grown to be a leading global brand due to our dedication to our customers and their success. You are our number one priority and it's crucial to us that we not only retain your business for years to come, but that we also provide an experience that would make you want to be a passionate reference in the construction community. Here's what you can expect as part of our partnership:



Exceptional Service

We pride ourselves on being the best in the business and want to ensure you have all the support you need to succeed. You'll have access to a team of experts including implementation, customer support, our business value team, and more - all included in the cost of our software.



Value

We'll listen to your needs and help ensure you have the Procore products that provide the most value to you, based upon your unique needs. We'll also work to ensure you're maximizing your ROI throughout the course of your contract and leveraging best practices to chargeback technology spend to clients, where appropriate.



Trust

As our partners, and our largest advocates, we want to ensure a partnership built on trust and fairness.



Transparency

We promise to be open with you about our contracts and our pricing and share with you why, how, and when changes happen.

We're Getting Better Every Year

Procore invests more than a third of our revenue in R&D. That investment brings a constant stream of new features, new tools, and user interface improvements. As a result of the enhancements we make on an ongoing basis, it's not uncommon to see small annual price increases that reflect this added value.

We value your partnership, and hope that you've seen the improvements we've made in our products since you joined. Check out our [What's New Page](#) to learn about the ongoing enhancements we're making, based upon your user feedback.

How We Price

Our pricing aligns with the value you receive from Procore - the more construction you run through Procore, the more value you realize in terms of cost savings, efficiencies, and productivity gains. We charge an upfront annual fee by product and based upon your **Annual Construction Volume (ACV)** - the aggregate dollar value of the construction work across your projects - so you never have to worry about unforeseen fees for additional users or more storage.

The Benefits of Buying Based Upon ACV

Our pricing model is designed to align with the value you receive from Procore, and to encourage collaboration across all of your teams and stakeholders. It encourages the openness, connectivity, and collaboration that typify today's successful construction project for a few reasons:



No User Licenses

Having everyone, including your employees and collaborators, on the same platform ensures you're working from the same information, receiving real-time updates, keeping track of workflows, and saving admins' time auditing licenses. Unlimited users lets you have a real-time, all-in-one solution with more collaboration - because isn't that the point?



Grow With Procore

As your business and construction volume grow, the value you receive from Procore grows with it. The way Procore's pricing model works, the more ACV you run, the better your rate will be. This is like a volume discount as you increase ACV and grow your business with Procore. Of course, your total cost will increase but because of economies of scale, will do so at a much lower rate than your ACV growth.



Unlimited Support

Being a partner also means that our measure of success is your success. Included in our pricing is a tailored implementation for your business and unlimited support from real people to every single user on your project.

If you have custom solutions hours as part of of your initial contract, make sure to reach out to your Customer Success Team to take advantage before your renewal as those hours may expire.



No Hidden Costs

Unlike other construction software solutions, Procore's cost is predictable and budgetable - it won't change if you hire more people or need to store more data. All implementation, ongoing customer support, and enhancements to your products are included in your annual contract.

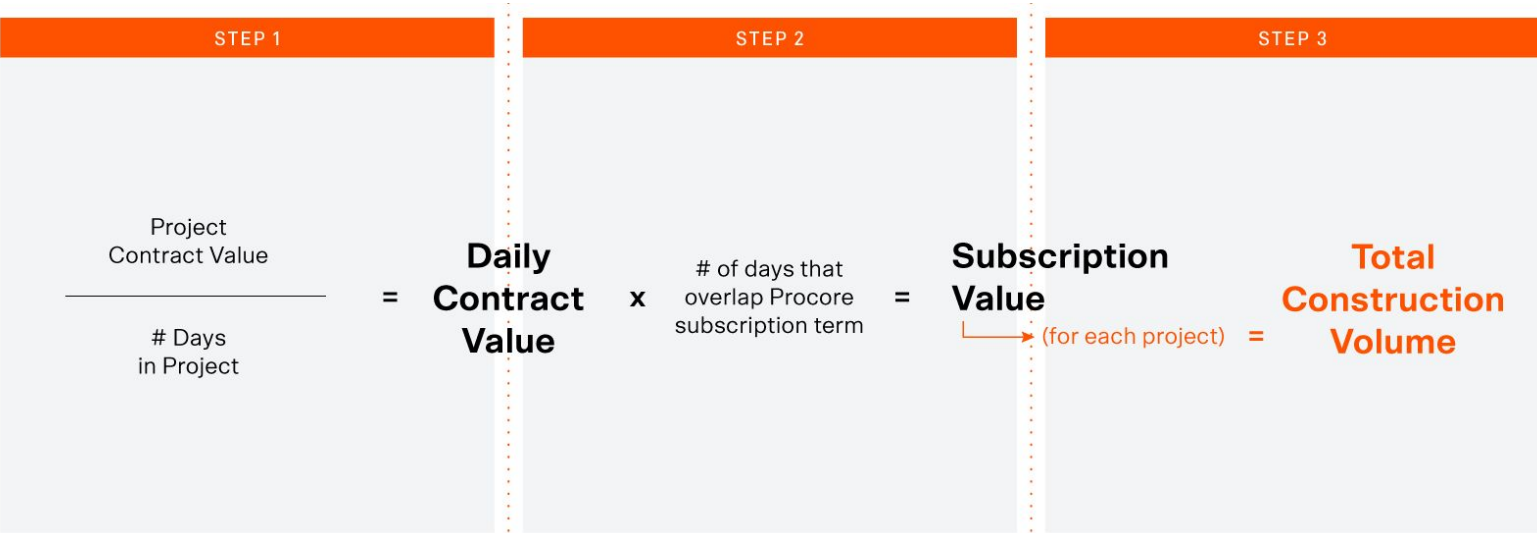
For more details, check out this brief [article](#).

How Procore Calculates ACV at Renewal

Annual Construction Volume doesn't always equal Annual Revenue. When it's time for your renewal, we will calculate your expected Annual Construction Volume based upon the total daily contract value of your projects in your subscription term. By distributing your volume, and thus cost, evenly over the length of the project, it's easier to predict and pass along, and requires less ongoing maintenance to recalculate throughout the course of your contract.

Here's how it's done:

- Establish the **start date, completion date,** and **contract value** of each project you will manage using Procore during your subscription term
- Calculate the number of **days remaining in each project** that overlap with your subscription term
- Divide each project's contract value by the total days in the project to establish the **daily contract value**
- Multiply the **daily contract value** for each project by the number of days remaining in the project that overlap with your **subscription term** (typically one year) to get the **subscription value**
- Total the **subscription value** for each project to calculate the **total construction value**



We recognize that accurately anticipating your ACV for the upcoming year can be challenging. If you're unsure where you'll land, talk with your Account Executive and they can provide you with options to help mitigate the risk of imprecise projections.