

The new Checkmk Lineup

March 2026

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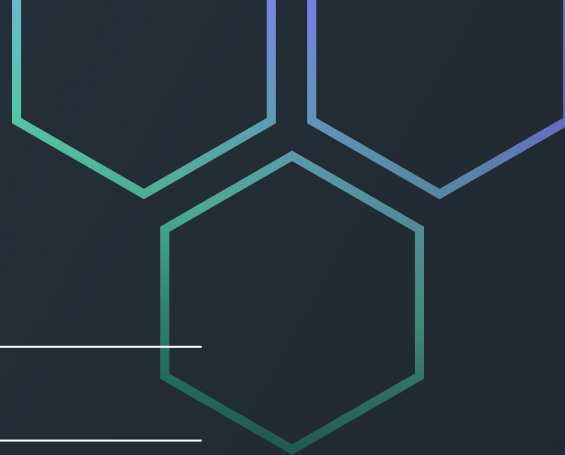
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1: Changes at a glance

Changes at a glance



Line up changes

Renamed our entire lineup following a '**good, better, best**' logic and consistency between managed / self managed

Introduced new Service tiers for more granular choice

Made Multi-Tenancy an add-on available to our highest tier on-prem offering, rather than selling a stand-alone MSP product

Bundled support more firmly into products, and introduced new Premium Support option

Pricing changes

Introduced new pricing metric for application monitoring

Raised prices moderately for mid and top-tier offering

2: The new lineup

The new Checkmk product lineup

Bundled

Separate pricing

Add-on

Self-Hosted

Previously Raw

Previously Enterprise

*Previously Cloud
(self-hosted) + MSP*

SaaS

Previously Cloud (SaaS)

Edition

Community

Free and open source monitoring for small infrastructures. Perfect for personal projects.

Pro

Monitoring at speed and scale for data center infrastructures. Ideal for growing enterprises.

Ultimate

Full stack observability for hybrid and cloud-native infrastructures. Ideal for MNCs and MSPs.

Cloud^{AI}

Full stack observability for hybrid and cloud-native infrastructures in a SaaS platform.

Available features

Synthetic monitoring

Virtual appliance

NEW

Application observability

Synthetic monitoring

Multi-tenancy & data segregation

Virtual appliance

NEW

Application observability

NEW

AI root cause analysis

Support

Community support

Includes 8h X 5d support with best effort response

Includes 10h X 5d support with SLAs

NEW

Premium support

Includes 10h X 5d support with SLAs

3: Bundling details

1 | Support is hard-bundled into subscriptions



Self-Hosted			SaaS
Community	Pro <ul style="list-style-type: none">• 8h X 5d support• Best effort response time	Ultimate <ul style="list-style-type: none">• 10h X 5d support• Response time SLAs <p><small>NEW</small> Premium support</p>	Cloud^{AI} <ul style="list-style-type: none">• 10h X 5d support• Response time SLAs



No more separate support package names



Pro includes the old Pro support



Ultimate and **Cloud** include the old Advanced support



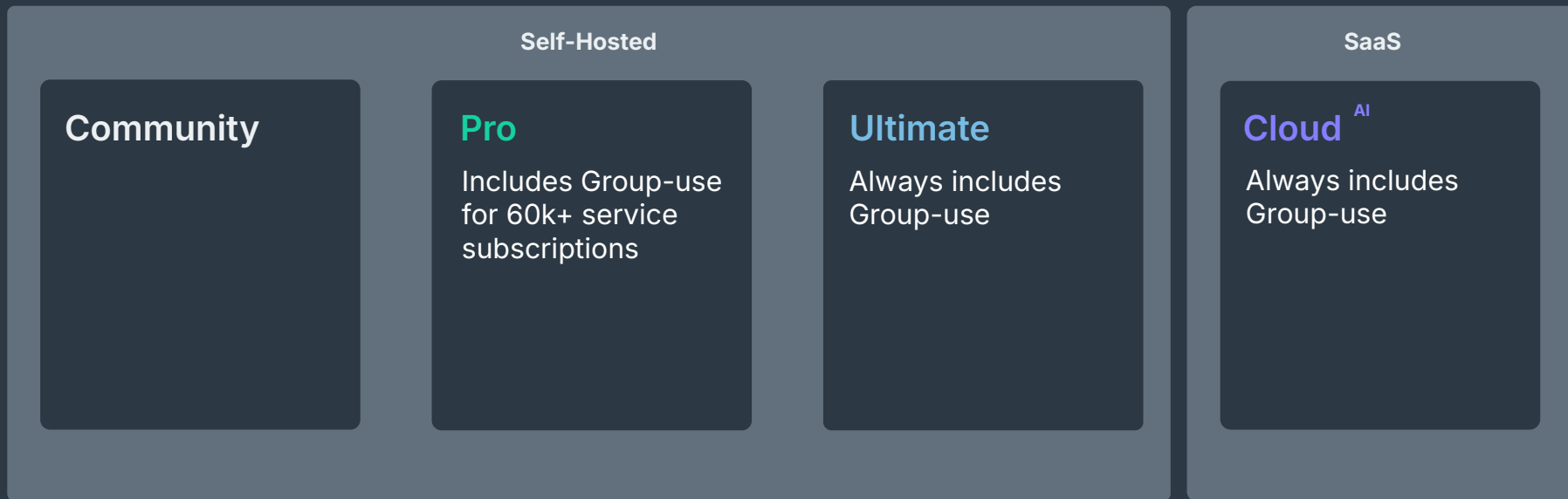
New Premium Support option for **Ultimate**

A detailed look at support levels



	Checkmk Pro <small>Bundled</small>	Checkmk Cloud & Ultimate <small>Bundled</small>	Premium Support <small>Add-on for Ultimate</small>
Availability	8h x 5d	10h x 5d	24h x 5d, CET
Support hours	9am - 5pm CET or 9am - 5pm ET	8am - 6pm CET or 8am - 6pm ET	24h
Response time			
Critical (L1)	best effort	4h	2h
Significant (L2)	best effort	8h	4h
Limited (L3)	best effort	Next business day	8h
Minimal (L4)	best effort	Next business day	Next business day
Support contacts	3	7	Unlimited
Access to consulting	Yes	Yes	Yes

2 | Group-use no longer sold as a separate licence



Group-use no longer sold separately



No Group-use for **Pro** below 60k services



Ultimate and **Cloud** always include Group-use

3 | MSP → Ultimate with Multi-Tenancy



Findings

- Multi-tenancy & data segregation are the most important purchase criteria
- The name 'MSP' does not drive particular relevance
- The MSP offering is appealing to **more than just MSPs**



Ultimate with Multi-Tenancy

Full stack observability for hybrid and cloud-native infrastructures.

Ideal for MNCs and MSPs.

Multi-tenancy & data segregation



Former Checkmk MSP is now a product variant of **Ultimate**



Pricing is separate from **Ultimate** without Multi-Tenancy



Ultimate and **Ultimate with Multi-Tenancy** remain separate downloads

4: Service tiers and pricing changes

Usage metrics




Tool	Unit	Description
Infrastructure monitoring	Services	<p>Services are the core pricing unit of a Checkmk subscription. Subscriptions come in fixed ranges, e.g. 3k or 18k Services.</p> <p>Subscription sizing communicated more prominently in hosts, with a ratio of 1:30. 1 Host = 30 Services</p>
Application monitoring	Custom Metrics	<p>A Custom Metric Series can be understood as one individual metric that is ingested and tracked over time - in a time series.</p> <p>1 Service = 1 Custom Metrics 1 Host = 30 Custom Metrics</p> <p>⇒ Base subscriptions for Ultimate and Cloud will have the same number of services and custom metrics Eg. 12k services and 12k custom metrics</p>
Synthetic monitoring	Synthetic Tests	<p>Synthetic Tests are the core pricing unit of Synthetic Monitoring KPI keywords are the secondary price metric. 5 keywords per test.</p>

Infrastructure monitoring: Service tiers and pricelist



Service tiers	Jump to next service tier
3,000	3k
6,000	6k
12,000	
18,000	12k
30,000	30k
60,000	
90,000	60k
150,000	
210,000	
270,000	
330,000	
390,000	
450,000	

- Subscriptions are available in the service tiers shown here
-  highlights brand new service tiers that are being introduced
 - All tiers are divisible by 30 for easier conversion link between hosts and services
- Additional service tiers up to 10m are available at request
- **Updated 2026 price list for all these tiers has been provided separately**
- Prices for old services buckets that do not exist on this slide are still available
 - Only for customers renewing at those service tiers

Application Monitoring pricing: Allotment & overuse



- Customers are allotted custom metrics as part of their subscription (30/host)
- If additional custom metrics are required, they can be acquired in increments of 1k metrics via a monthly overuse charge

Edition	Allotment	Monthly overuse charge per 1k custom metrics	
		€	\$
Ultimate	30/host	€13.00	\$15.00
Cloud	30/host	€17.00	\$20.00

From March 17, for the first year of use



Ultimate: no technical limit enforcement to prevent overuse. No retroactive billing for the 2026.



Cloud: Rolling enforcement. Warning in month 2. Data resolution throttled in the third month of overuse.



No possibility to buy 'extra' custom metrics separately. Only via upgrade to higher subscription.

For your next renewal in/after 2027

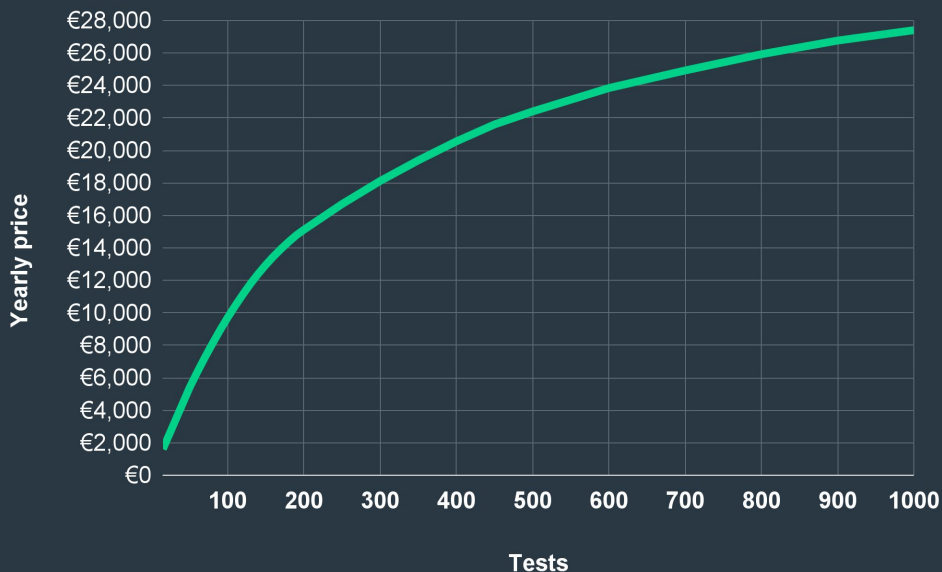


Stricter enforcement & overuse billed retroactively at next renewal.



Checkmk **Cloud** or **Ultimate** customers can add additional custom metric series to their subscription in 1k increments.

Synthetic monitoring pricing



- Starting at €1,620/\$1,980 per year for 15 tests
- Volume discounts available above 50 tests

How are KPI keywords priced?

- There is an allotment of 5 KPI keywords per test
- Keywords are 'pooled', meaning the allotment isn't assigned to any one test
 - If you have 20 tests, then you get a total of 100 keywords
 - It doesn't matter which tests use how many keywords, as long as the total doesn't exceed 100
- If you exceed the total number of keywords for your tests, you will need to buy extra tests

Example

Number of keywords monitored	= 147
Number of tests in subscription	= 20
Included keywords	= 100

Number of tests required to monitor 147 keywords:
 $147/5 = 29.4 \Rightarrow$ rounded up to 30 tests
 \Rightarrow Customer needs to pay for 10 additional tests in order to cover the 147 keywords.

5: Q&A

Q&A



Enablement material

- ◆ Question: When do we get the pitch deck for end customers of the new lineup?
- ◆ Answer: Will be uploaded around 17.03. on the partner portal

Legal process for the name changes

- ◆ Question: When do we change partner contracts to conform to the new names?
- ◆ Answer: The process starts around 17.03. Drafts will be shared with partners asap

- ◆ Question: When can partners quote under the old names and bundles? From when under new names/bundles?
- ◆ Answer:
 - ◇ For new customers: Partners can quote under new names/bundles from 17.03.2026 onwards. Already created quotes before 17.03. are valid until 31.05.2026 (8 weeks announcement period as per contract + buffer)
 - ◇ For existing customers: From 01.08.2026 only quotes on new products (Pro, Ultimate) quotes possible that come with price points of the current price list, and thus a special price. Before that: "grace period" of 17.03.-31.07.2026 in which old products still available (4 months announcement period as per contract + buffer)
 - Exceptions: Exceptions are renewals of customers for which we announced a price point change in 2026 already in Q4 2025. These price points and related products (e.g., CEE + Pro Support, CCE self-hosted) will be available for renewals until 31.12.2026
 - Exception for resellers only: Exceptions are renewals of customer software and support combinations that will no longer exist in the new world (e.g. CEE + Advanced Support or CCE + Pro Support). These products will be available for renewals until 31.12.2026. From 01.01.2027, we will migrate customers on products that no longer exist to new bundles

Q&A



License management

- ◆ Context: In the 2.5 we are introducing a license management system into Checkmk enterprise edition. I.e. for the first time a few thousand customers now have to enter license management credentials.
- ◆ Question: Will license management already be activated in the Beta phase of the 2.5?
- ◆ Answer: Yes. Our license server will recognize the correct license, when you enter your account details (independent of the software name, Enterprise / Pro)
 - ◇ Further information can be found here:
<https://checkmk.atlassian.net/wiki/spaces/KB/pages/570589208/How-to+handle+Update+aborted+with+Error+A+valid+and+non+expired+license+is+needed+before+updating>
- ◆ Question: Some older customers are still on a perpetual license (legally we only changed to subscription licenses 2+ years ago, even if we always commercially had a subscription model) - how do we handle this?
- ◆ Answer: At the end of the subscription period, Checkmk can grant a license a 'perpetual' license key upon request. If this is the case for a customer, please reach out