A Helpful Look at the Products and Features of the Laserfiche® Suites

What's Included?

Feature	Rio	Avante	United	Team
Unlimited Servers	✓			
Workflow	✓	✓	★	★
Web Access	✓	★	★	★
Advanced Audit Trail	✓	★	★	★
Digital Signatures	✓	★		
Supports Passive Fallover	✓ Unlimited Servers	★ Purchase 2nd Server	✓ 2 activations	✓ 2 activations
Web Admin Console: LF 8.3+	✓	✓		
Unlimited Pages	✓	✓	✓	1 million
Web DAV [1]	✓	✓		
Laserfiche Mobile [2]	✓	★		

1. Clients can open eDocs across Web DAV, support for Web Folders.
2. Both the iPhone App and the iPad App require Web Access.

Supported User Types for Laserfiche

Feature	Rio	Avante	United	Team
Full Named Users	✓ min 25	✓		
Retrieval Named Users	✓ min 200			
Full Concurrent Users			✓	✓ max 5
Retrieval Concurrent Users	✓ WebLink public portal	✓ WebLink public portal	✓	✓ max 10

What's included in the User Types for Team and United?

Feature	Retrieval User (R) [3]	Full User (F) [3]	Retrieval User (RX)	Full User (FX)
E-mail	★	★	✓	✓
Snapshot		★		✓

3. User types sold prior to 2008.

Key	
✓	Included
★	Optional
	Not included

Database, Servers, Licensing Model, Repositories

Feature	Rio	Avante	United [4]	Team [4]
Database [5]	MS SQL Server, Oracle	MS SQL Server, Oracle	MS SQL Server, Oracle	Only MS SQL Server Express
User License Model	Named	Named	Concurrent	Concurrent
Purpose	ECM	Content and Business Process Management	Library Services, dept. to enterprise	Library Services, small offices
Laserfiche Versions Available	8.0.1 and later	8.1 and later	All	All
Upgrade Path	None	Rio	Avante or Rio	Avante, Rio or United
Default Servers	Unlimited	1	1	1
Default Included Repositories [6]	15	1	1 (15 for United Enterprise)	1

4. Team and United required International Dongles for pre-8.1 licenses. Post-8.1, Team, United, Avante and Rio are all activated and do not require Dongles.

5. All product editions that support MS SQL Server also support MS SQL Server Express.

6. Rio and United Enterprise include and support 15 repositories per server.

Public Access on the Web

For the purposes of licensing for accessing the Web, "CPU" refers to processor packages and not cores or logical processors. For help in calculating the number of CPUs you have, use this resource.

Supported Public Access Types [7]

Feature	Rio	Avante	United	Team
Concurrent RX + WebLink			⭐	⭐
Web Distribution Portal		⭐		
Starter Public Portal: 10 User		⭐		
Standard Public Portal: 25 User	⭐	⭐		
Midsized Public Portal: 50 User		⭐		
Single Processor Public Portal	⭐	⭐		
Dual Processor Public Portal	⭐	⭐		
Multiprocessor Public Portal	⭐			

7. Per Processor must purchase the same number of CPU on LF Server.

All public portal types include WebLink and e-mail. No access type is shared across multiple Laserfiche servers. Web Distribution Portal allows five retrieval users to access the system concurrently with only one security profile. The Public Portal 10, 25 and 50 user types allow for 10, 25, and 50 retrieval users to log in to the system concurrently. There are three types of Public Portal licenses with as many concurrent retrieval users as the processor can handle: Single Processor which is for one CPU per Server, Dual Processor which is for up to two CPUs per Server and Multiprocessor which is for three or more CPUs per Server. If Public Portal is licensed to a Server with more than one repository, users will be able to access all of the repositories on the Server.

Agenda Management

Agenda Manager Types

Feature	Product Line	Unlimited Agenda Creator Users	# Meeting Types	Additional Meeting Types
Agenda Processor	Team, United, Avante	✅	1	⭐
Agenda Manager	Team, United, Avante	✅	5	⭐
Enterprise Agenda Manager (10)	Rio	✅	10	⭐
Enterprise Agenda Manager (50)	Rio	✅	50	⭐

Support

LSAP Features

	Basic LSAP (Avante, Team, United)	Rio Basic LSAP	Premium LSAP (All)
New releases and product updates	✅	✅	✅
Telephone support from Laserfiche engineers, through your reseller (call back within 24 hours)	✅	✅	✅
Telephone support from Laserfiche engineers, through your reseller (call back within 4 hours)			✅
100% credit toward product updates	✅	✅	✅
24/7 access to the Knowledge Base articles, discussion forums and educational resources on the Support Site	✅	✅	✅
Direct-to-Laserfiche Web chat for designated support personnel		✅	✅
Fast-track escalation for rapid resolution of urgent support cases			✅
Preferred pricing on Laserfiche user education programs, including Regional Training and the annual Laserfiche Institute Conference			✅

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