



Commercial guide

Seat counting and billing description for Partners on a consumption model

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1. Introduction

This document serves as a guide to be used by Distributors, MSP Aggregators, and Partners, to understand the delivery of Keepit's dedicated SaaS data protection solutions on a consumption model. Keepit offers a variety of scalable options to suit your customers' needs. To understand Keepit's terms for the service's delivery, please refer to [Keepit Terms of Service](#).

2. Definitions

Consumption Model

On a consumption model all customers are paying for what they use of each backed up workload on a rolling monthly billing period

Billing Period

The default Keepit measuring period starts from the 20th of the month to the 20th of the following month. The monthly seat count will be based on the highest daily count of any workload in the billing period

Account

"Account" means a unique user identification name and password assigned to the Customer to enable an admin account in connection with the provision of the Services on the Keepit platform.

Seat

"Seat" is the metric Keepit used to measure the customer's consumption of our services, and it also represents the customer's entitlement to use the Services.

Find additional definitions in [Keepit Terms of Service](#).

3. Dedicated SaaS Backup Services Overview

a. Services Overview

Keepit provides Services for backup and disaster recovery for Microsoft 365, Entra ID, Power BI, Power Platform, Azure DevOps, Salesforce, Dynamics 365, Google Workspace, Jira, Confluence, Okta, DocuSign, Miro, Bamboo HR and Zendesk. Visit our [website](#) to learn more about our Services.



4. How Keepit Counts Seats

	Data Areas	Count as Seat
Microsoft 365	Exchange OneDrive	<p>To be counted as a seat the following must apply:</p> <ul style="list-style-type: none"> • The user or item must be selected for backup in the relevant configuration directly or indirectly. • The user or item must be active and have an assigned relevant Microsoft Office 365 license with an appropriate plan enabled. <p>Depending on the license types, a Full, Light, Faculty, or Student seat is assigned: The four seat types is summed up to a M365 total seat which is used for MSP agreements</p> <p>The full list of Microsoft licenses and the classification can be found in the Keepit Knowledge Base.</p> <p>SharePoint and Groups & Teams Fair-Usage Clause</p> <p>Keepit's Microsoft 365 backup solution provides comprehensive coverage for SharePoint, Groups, and Teams, even though the Seats count is based solely on users backed up in Exchange and OneDrive.</p> <p>To maintain optimal performance and service quality for all customers, the backup of SharePoint and Groups & Teams is governed by the following Fair Usage Clause.</p> <p>The number of users backed up in SharePoint and Groups & Teams is limited to four times (4x) the number of Seats backed up in Exchange and Mailboxes. If this ratio is exceeded and not corrected within 30 days of notification from Keepit, Keepit reserves the right to charge additional Fees in accordance with the Terms of Service.</p>



<p>Entra ID (previously known as Azure AD)</p>	<p>Entra ID Licensed Users</p> <p>All users backed up in the Entra ID connector are included in the seat count. To qualify for a seat, the following must apply:</p> <ul style="list-style-type: none"> ● User must be selected for backup ● User must be active ● User is not blocked from signing in ● User must belong to the tenant (not a guest) ● User must have an assigned relevant Microsoft license (as described in the linked document above) <p>Depending on the license types, a Full, Light, Faculty, or Student seat is assigned: The four seat types are summed up to an Entra ID total seat.</p> <p>The full list of M365 and Entra ID licenses and the classification can be found in the Keepit Knowledge Base.</p>
<p>Power Platform / Dynamics 365</p>	<p>Dynamics 365</p> <ul style="list-style-type: none"> ● All licensed users in the Dynamics 365 organization are counted as seats ● Depending on the user license types, the user is counted as a full or light seat: ● Dynamics 365 “Team Member” licenses are counted as light seats ● All other Dynamics 365 licenses are counted as full seats. <p>Power Platform</p> <p>Power Automate</p> <ul style="list-style-type: none"> ● Each Power Automate license (Power Automate Premium) counts as one seat. <p>Power Pages</p> <p>Power Pages licensing is based on user capacity, meaning each license represents a specific number of users:</p> <ul style="list-style-type: none"> ● Power Pages authenticated user license includes 100 users which is counted as 100 seats in Keepit. ● Power Pages anonymous user license includes 500 users which is counted as 500 seats in Keepit.
<p>Power BI</p>	<p>All licensed Power BI Pro and Power BI Premium users are counted as seats.</p> <p>Depending on the user license types, the user is counted as a full or light seat.</p> <p>Each “Power BI Premium per capacity” license is counted as 500 Power BI Premium seats.</p>



Azure DevOps		All licensed users in Azure DevOps are counted as seats
Salesforce		All users in the Salesforce organization with active licenses except non-licenses seats are counted as seats. Non-licensed seats: "Partner Community", "Customer Community", and "Customer Community Plus"
Google Workspace		Depending on the user's license types, the user is counted as a Full, Light, or Education seat. For example: <ul style="list-style-type: none"> • Google Workspace license types: Google Business Standard, Google Business Plus, Enterprise Standard, and Enterprise Plus are counted as full seats • Google Workspace license types: Google Business Starter, Enterprise Essential, are counted as light and educational licenses are counted as Education seats
Google Workspace	Drive and Gmail	All users selected for backup are counted as seats
	Google Sites	All users in the Google Workspace tenant are counted as seats
Jira		All licensed users in Jira are counted as seats.
Confluence		All licensed users in Confluence are counted as seats.
Zendesk		All users in the Zendesk organization with active licenses are counted as seats.
DocuSign		All users in the DocuSign organization with active licenses are counted as seats.
Okta		All licensed Onboarding and Active users, which includes the following statuses are counted as seats: • Staged • Provisioned (Pending User Action) • Active • Recovery (Password Reset) • Password Expired • Locked out
Miro		All Full licensed users in Miro are counted as seats.



Bamboo HR	All licensed users in Bamboo HR are counted as seats.
GitHub	All users who have access to the organization's repositories are considered when calculating the total number or seats. This includes both organization members and outside collaborators associated with the organization in GitHub.

For full documentation on the resources used for counting each workload, see the full documentation on the [Keepit Help Center](#).



Customers and partners have access to useful self-help articles on [Keepit Support Site](#) as well as peer support with [Keepit Community Forum](#).

a. Additional Resources

For additional information on Keepit's Services, please refer to the following links:

- General information on Keepit's Services and customers' stories: <https://www.keepit.com/>
- Keepit's Terms of Service: <https://www.keepit.com/terms-of-service/>
- Keepit's Data Processing Agreement: <https://www.keepit.com/data-processing-agreement/>
- Support requests can be submitted on Keepit Support Site: <https://help.keepit.com/support/tickets/new> or via email: business.support@keepit.com
- Support requests are subject to Keepit's Privacy Policy: <https://www.keepit.com/privacy-policy/>

We reserve the right to update or modify this Service Guide at any time, as deemed necessary. Any changes will take effect immediately upon posting of the revised version on www.keepit.com.

5. Frequently Asked Questions (FAQ)

What happens if I backup a shared mailbox in Office 365?

The backup of your Microsoft 365 Shared Mailbox, which has a Microsoft license associated to it, is counted as a seat within your Keepit subscription both for Keepit for Microsoft 365 and Keepit for Entra ID services. You can select and deselect a shared mailbox for backup in the configuration window of Keepit at any time. To learn how to do it, please refer to the [Backup shared mailbox](#) article on the Keepit Help Center.

How can I exclude specific data areas from my Microsoft 365 backup?

When you add a new Microsoft 365 connector, all data areas will be selected by default for your backup. You can also exclude data areas in your backup configuration.

Why is my M365 seat count and Entra ID seat count not similar?

The Entra ID connector calculates seat allocation based on users backed up within Entra ID. Seats are assigned to all users who hold either Microsoft 365 licenses or Entra ID-specific paid licenses.

The Entra ID backup process counts all users included in the scope of the Entra ID backup configuration settings. Consequently, if your Microsoft 365 connector backup configuration excludes certain users, the Entra ID seat count may exceed the Microsoft 365 seat count, as the Entra ID connector backs up and assigns seats to a broader user population.

My contract mentions Active Users. Is this the same as Seats?

Active Users was the term we previously used at Keepit to describe how we measure customer's consumption of our services. To adapt to recent changes made by Microsoft in their licensing



structure, we are now using the term seats which is inclusive of active users and items (see definition in section 2 of this document).

If your contract mentions Active Users, it is only because it was written prior to 2022. This has no impact on your contract and your agreed entitlement with Keepit.

What if we have previous Office 365 users returning?

You can recover a deleted Microsoft 365 user by using the Keepit Restore Wizard and importing the data back to the user from an appropriate snapshot.

Learn more by reading our [Recover a deleted Microsoft 365 user](#) Help Center article.

