

DataSitr — Pricing & Packaging

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For: Founders, sales conversations, procurement teams

Billing model

DataSitr bills per API request. There are no seat licenses, no per-user fees, and no upfront commitments for the pilot phase.

What determines cost per request

Factor	Effect
Privacy lane	Green (external AI) uses the cheapest providers. Amber/red (in-Kingdom AI) may cost more due to in-Kingdom provider pricing.
AI provider + model	Provider token rates vary. DataSitr tracks internal cost in USD and applies a configurable markup for the customer-facing SAR price.
Token usage	Input + output tokens consumed by the AI provider. Longer texts cost more.
Lane base charge	Optional per-lane minimum (e.g., SAR 0.01 per green-lane request). Configurable per tenant.
Minimum per-request floor	Ensures a minimum billable amount per request regardless of token count. Configurable per tenant.

Currency

Customer billing is in Saudi Riyal (SAR). Internal operator costs are tracked in USD. The USD-to-SAR exchange rate is configurable per tenant.

Packaging tiers (current pilot posture)

DataSitr is in pilot phase. The packaging below reflects how the product is structured today. Formal published pricing tiers will be set based on pilot feedback and market positioning.

Pilot (current)

Item	Detail
Price	Free or negotiated flat fee during evaluation period
Duration	Typically 2-4 weeks
Scope	Single tenant, Saudi-hosted pilot stack or agreed customer-hosted deployment path, full feature access
Support	Direct founder support
Commitment	None — cancel or extend at any time
Data	All processing data stays in-Kingdom; vault entries auto-expire after 24h (configurable)

Production (post-pilot)

Item	Detail
Billing	Pay-per-request in SAR
Rate card	Configurable per tenant: markup multiplier, lane base charges, minimum floor
Billing visibility	Dashboard: real-time usage and monthly statements (JSON + CSV export)
Multi-tenant	Each customer is a separate tenant with isolated vault, keys, logs, and billing
Scaling	Saudi-hosted shared-state pilot today; broader multi-instance and multi-environment rollout stays evidence-gated

What is included at every tier

Capability	Included
Three-lane PII detection and routing	Yes
AES-256-GCM encrypted vault	Yes
PDPL compliance records (5-year retention)	Yes
Subject rights (export, delete, rectify)	Yes

Multi-provider AI routing (OpenAI, Anthropic, Google, Groq, STC SambaNova)	Yes
Customer dashboard (health, usage, history, compliance, playground)	Yes
API key management (create, revoke, role-based)	Yes
Per-tenant rate limiting	Yes
Webhook delivery (signed, retried, durable)	Yes
Backup and restore tooling	Yes

What is not yet included (roadmap)

Capability	Status
Contractual SLA (uptime guarantee)	Not yet — pilot operates on best-effort basis
SOC 2 / ISO 27001 certification	Not yet — internal controls are implemented, formal audit is planned
Provider-level token streaming parity across every backend	Not yet — API-level SSE streaming exists today, but backend depth still varies
Dedicated support tiers (24/7, SLA-bound)	Not yet — direct founder support during pilot
Cross-cloud database replication and automatic failover	In-Kingdom multi-region warm-standby (GCP Damman, me-central2) is provisioned and drill-rehearsed for DNS / GKE / TLS routing as of 2026-05-16; data-tier failover and full unplanned region tolerance remain operator-directed
HSM / external key management	Partial roadmap item — KMS bootstrap exists, but steady-state external KMS/HSM custody is not yet the live claim

Billing transparency

Tenants see their costs in real time through the dashboard:

- **Overview tab:** Today's and this month's billable amount
- **History tab:** Per-request cost breakdown (lane, provider, model, tokens, SAR amount)
- **Billing tab** (for tenants and admins): Monthly billing statements and rollups; admin roles also get the broader operator-facing billing context

Operators (super admins) see internal costs alongside customer-facing prices, enabling margin visibility across all tenants.

Pricing flexibility for operators

DataSitr is designed to be operated as a managed service. Operators set pricing independently per tenant:

Control	Description
Markup multiplier	Applied to internal provider cost when computing customer-facing price
Lane base charge	Fixed per-request charge per lane (green, amber, red)
Minimum floor	Per-request minimum in SAR
FX rate	USD-to-SAR conversion rate per tenant

This means operators can price differently for enterprise vs. SME customers, offer volume discounts, or subsidize pilot usage — all without code changes.

How to start

1. **Request a pilot** — Contact the DataSitr team for a free or negotiated pilot deployment on the Saudi-hosted pilot stack or an agreed customer-hosted path
2. **Integrate** — Single API endpoint, Bearer token auth, no SDK required
3. **Evaluate** — Use the dashboard to review lane routing, PII detection accuracy, and compliance records
4. **Scale** — Convert to production billing with a negotiated rate card

See Customer Evaluation Guide for the full evaluation process.

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