Pro/Education Enterprise Internal FAQs

For sales and reseller internal use only

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General

What is included in Unity Pro?
- Latest version of Unity platform
- No educational watermark
- Splash screen customization
- Priority queue for customer service
- Guidance from Partner advisor*
- Unity Mars tools for AR/MR
- Unity Havok Physics

*A Unity Partner Advisor directs 1:1 engagements to identify risks, coordinate and advocate with internal teams, source answers to questions, and provide assistance with Customer Service requests.

Visit https://unity.com/products/unity-pro for details on the components of Unity Pro.

What is included in Unity Education Enterprise?
The Unity Education Enterprise license components vary from the industry Enterprise license due to the qualifying education discount. It includes:

- Everything in Unity Pro
- Flexible license management and deployment with Single Sign On
- Customer support success package which includes:
    - Technical Support*
    - 1 partner support manager** to help schools integrate Unity quickly and seamlessly into the classroom

*Technical Support offers the ability to submit and track technical support tickets, and get advice and best practices on resolving known issues. Two technical support ticket seats are available per 20 Unity Enterprise seats and capped at 5 seats total.

**A Unity Partner Support Manager is an internal advocate, strategic advisor, and bridge with Unity who drives issues and communication and can provide the latest insider knowledge and best practices to accelerate projects.

Can an institution mix and match Unity Pro and Unity Enterprise seats together?

No. Mixing or co-mingling Unity Pro and Unity Enterprise is not permitted per the [Unity Terms of Service](#). All seats for an entity must be of the same subscription plan.

What type of institutions qualify for the Unity Education Enterprise?

Post-secondary institutions in the West, Japan, and Korea best qualify for Unity Education Enterprise considering the time and languages offered by customer support. Customer support is offered in English during EMEA and AMER business hours and in Japanese and Korean during APAC business hours.

What are the implementation use cases for Unity Pro vs Unity Education Enterprise?

Unity Pro is best suited for small workgroups and departments looking to accelerate research and innovation using Unity for real-time 3D creation.

Unity Education Enterprise is best suited for post-secondary institutions looking to get started to upskill their students with real-time 3D skills by teaching Unity in classrooms and labs.

An existing post-secondary customer uses Unity Pro for teaching and learning. What is the upsell and or cross-sell opportunity?

Add-on Unity Education Accelerator (UEA) for instructor professional development, student curriculum, and certification.

If already using or close to 20 seats, upgrade to Education Enterprise for seamless license management with SSO and a deeper discount.

Potential to add-on additional Unity products like for example Pixyz, if the program has an industrial design focus.

Is On Demand Training available for Unity Enterprise Education customers?

On demand training (ODT) offers training content for professional creators applicable across industries. While Enterprise Education customers get access to 1 on-demand training subscription for every 20 Unity Enterprise seats, ODT is not the solution for supporting teaching and learning Unity in the academic environment. For customers interested in a product that focuses on skill development and teaching Unity, we advise guiding them to the Unity Education Accelerator.

Pricing and fulfillment

What is the pricing of Unity Pro and Unity Education Enterprise ?

Educational discounts vary by region. Reference regional Unity price list.

What is the duration of a Unity Pro or Unity Education Enterprise subscription?

The Unity Pro and Unity Education Enterprise license are each valid for one year (12 months) and can be renewed annually. Multi-year subscriptions are also available.

Where should I direct schools that need support with implementation?

When the Unity Education Enterprise purchase is complete, a PRM (Partner Relations Manager) will be assigned to the account and will connect with the client lead to initiate an onboarding call. The expectations of this call will be to provide a walkthrough on how to get the most out of the Unity service, feature capabilities, roles and responsibilities. They will provide a URL for submitting support requests and ticket expectations.

For issues related to SSO configuration, user authentication or account provisioning, the customer can either reach out to their Unity Partner Manager or Client Partner, or create a ticket with Unity Customer Support at support.unity.com.