



File Storage in Zoho FSM

File Storage for Different Pricing Plans

Below are the details of the file storage provided in the various [pricing plans](#) of Zoho FSM.

Edition	<u>Base Storage</u> (for an org)	<u>Additional Storage</u> (for an org)
Free	1 GB	NA
Standard	10 GB	2 GB for every 100 appointments
Professional	10 GB	2 GB for every 100 appointments

Base Storage

Each pricing plan includes a certain amount of base storage.

Edition	Base Storage Provided
Free	1 GB
Standard	10 GB
Professional	10 GB

Additional Storage Based on Appointments Purchased

Based on the [appointments purchased](#), you will get additional storage as shown in the table below.

Appointments Purchased	Additional Storage (in GB)
60	0
100	2
150	2

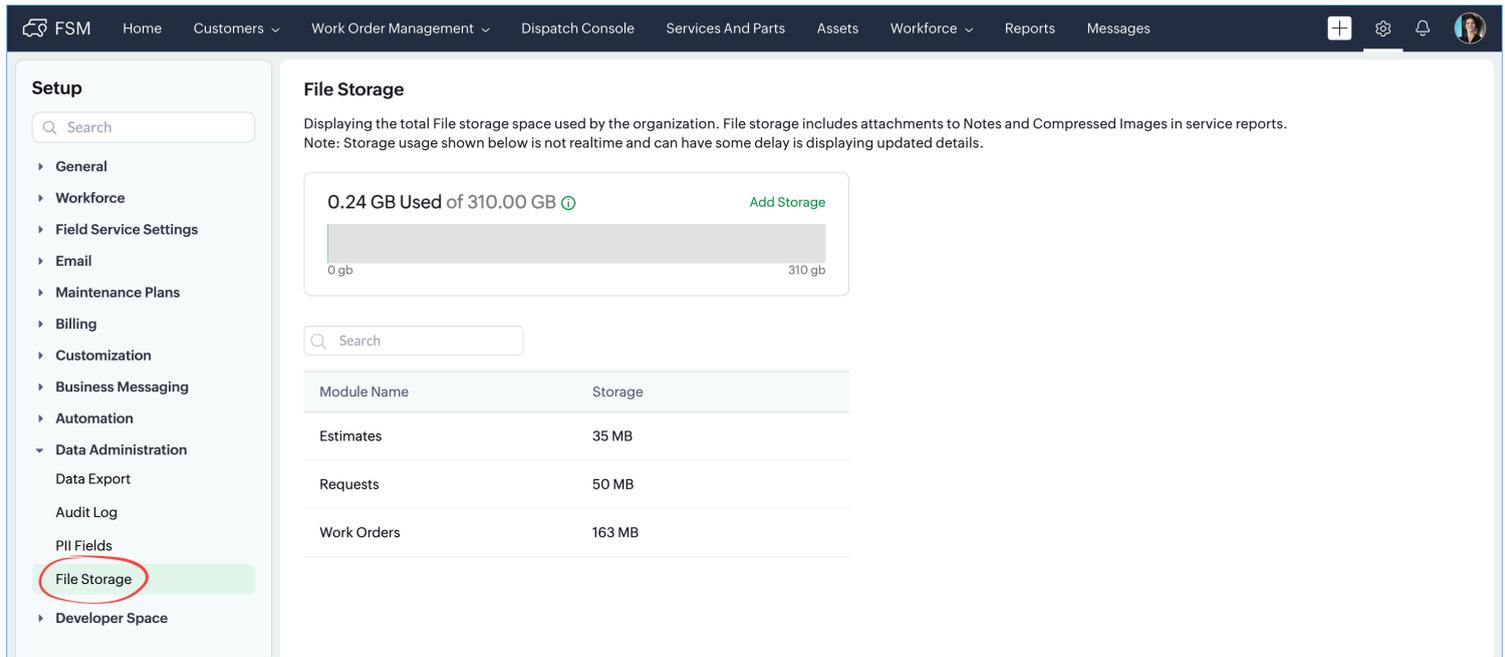
200	4
300	6
400	8
500	10
750	14
1000	20
1250	24
1500	30
2000	40
3000	60
4000	80
5000	100
6000	120
7000	140
8000	160
9000	180
10000	200
12500	250
15000	300
17500	350
20000	400
25000	500
30000	600

File Storage Usage Calculation

In Zoho FSM, the file storage will be consumed by the following:

- Attachments in [notes](#).
- Attachments under the [Attachments](#) tab of the *Details* page of modules.
- Compressed attachments in [service reports](#). The size of the attachments in service reports will depend on the value chosen for the [Compression Ratio](#).
- The files you add in the **Image Upload** field of [job sheets](#).

You can see the details of the storage usage at **Setup > Data Administration > File Storage**.



Setup

- General
- Workforce
- Field Service Settings
- Email
- Maintenance Plans
- Billing
- Customization
- Business Messaging
- Automation
- Data Administration
 - Data Export
 - Audit Log
 - PII Fields
 - File Storage**
 - Developer Space

File Storage

Displaying the total File storage space used by the organization. File storage includes attachments to Notes and Compressed Images in service reports. Note: Storage usage shown below is not realtime and can have some delay in displaying updated details.

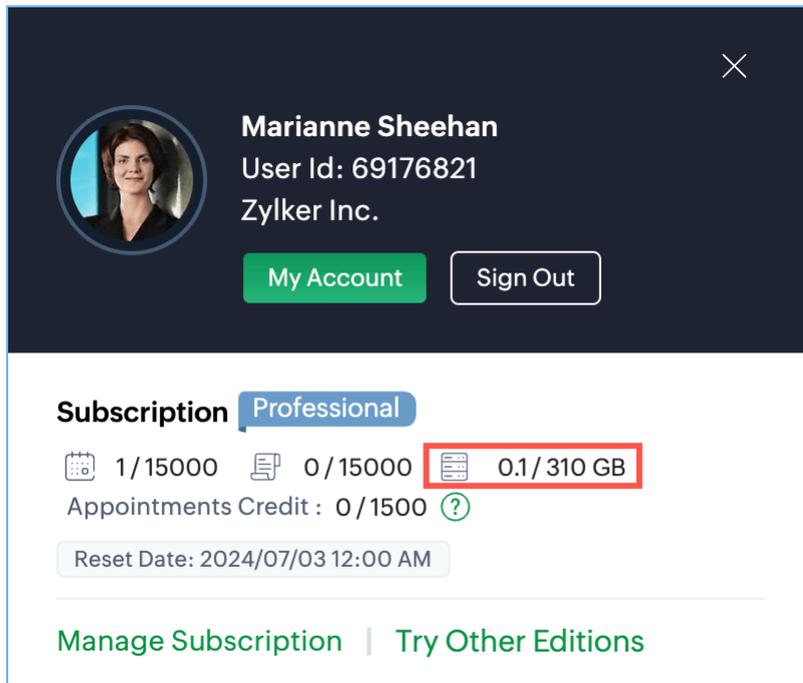
0.24 GB Used of 310.00 GB [Add Storage](#)

0 gb 310 gb

Search

Module Name	Storage
Estimates	35 MB
Requests	50 MB
Work Orders	163 MB

You can also see the details in the user profile sidebar by clicking the profile icon at the top-right corner.



Marianne Sheehan
User Id: 69176821
Zylker Inc.

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Subscription Professional

1/15000 Appointments Credit: 0/1500 ?

0.1/310 GB

Reset Date: 2024/07/03 12:00 AM

[Manage Subscription](#) | [Try Other Editions](#)

ⓘ Points to remember:

- Storage usage will be calculated from 1st of June 2024 GMT. Any storage usage before this date will not be considered.
- When the storage is exhausted, you can no longer add attachments to notes and service reports.
- If you delete an attachment, that storage used will be reclaimed.
- If you delete a parent record, all the storage used by that record and any of its related records will be reclaimed.

How to Purchase Add-on Storage

You can purchase storage as an add-on. Add-on storage of 25 GB will cost you 15 USD/month.

Storage Add-on (in GB)	Monthly Rate (in USD)	Yearly Rate (in USD)
25	15	180
50	30	360
75	45	540
100	60	720
125	75	900
150	90	1080
175	105	1260
200	120	1440
250	150	1800
300	180	2160
350	210	2520
400	240	2880
450	270	3240
500	300	3600
600	360	4320
700	420	5040
800	480	5760

900	540	6480
1000	600	7200

Note: These values are the same for the Standard, and Professional editions. Storage add-on cannot be purchased for the Free edition.

To purchase storage add-on:

1. Navigate to **Setup > Data Administration > File Storage.**
2. Click **Add Storage.**

You can also use the **Manage Subscription** option in the user profile sidebar.

File Storage

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0.24 GB Used of 310.00 GB [Add Storage](#)

Module Name	Storage
Estimates	35 MB
Requests	50 MB
Work Orders	163 MB

3. Click **Upgrade Add-Ons.**



Subscription ID: RTCW2000731083093

Subscription Details

[Change Plan](#)

[Upgrade Add-Ons](#)

ITEM	NO. OF UNITS	TOTAL /MONTH
Professional Plan	15,000 appointments	\$ 2,575.00
Invoice Add-on	Not Opted	\$ 0.00
Storage Add-on	Not Opted	\$ 0.00
	Net Total	\$ 2,575.00

Next Payment [Payment History](#)

21 Jun 2024
(Monthly) **\$2,575**

[Move to yearly](#)

Payment Method [Change Address](#)

XXXX XXXX XXXX 4242 Exp Date 9/27

[Change Payment Method](#)

If you are in the Free edition, you will first need to upgrade as you cannot purchase storage add-on in the Free edition. Choose the edition, the number of appointments, renewal cycle, etc as per your requirements and click **Upgrade**.

Plan Add-Ons Pay Confirmation

Monthly **Yearly** [Get 25% discount on yearly subscription](#)

Choose the number of appointments you need per month

60

STANDARD

\$300
/year

- ✓ Customer Management
- ✓ Work Order Management
- ✓ Dispatch Console
- ✓ Service Report
- ✓ Invoicing and Payments
- ✓ Workforce Management

...

UPGRADE

PROFESSIONAL

\$420
/year

STANDARD+

- ✓ Multi Day Appointments
- ✓ Assets
- ✓ Scheduled Maintenance Plans
- ✓ Date Time based Workflows
- ✓ Inventory Control

UPGRADE

4. Choose the required storage and click **Proceed**.

Manage your Zoho FSM Subscription

Upgrade Add-Ons Confirm Order Confirmation

ITEM	NO. OF UNITS	AFTER ADDITION
Invoice Add-On \$ 5 / 50 invoice / month	Select ▾	-
Storage Add-On \$ 15 / 25 GB / month	250 GB ▾	0 GB → 250 GB
Switch to Yearly (Get 25% discount)	<input type="checkbox"/>	-

Amount to be paid now

\$150.00

CANCEL
PROCEED

The maximum storage that can be purchased is 1000 GB. So, based on the storage already purchased, the maximum storage available for purchase will also change.

5. Complete the payment.

The purchased storage will be shown in the *Dashboard* page.

Subscription ID: RTCW2000731083093

Subscription Details [Change Plan](#)

ITEM	NO. OF UNITS	TOTAL/MONTH
Professional Plan	15,000 appointments	\$ 2,575.00
Invoice Add-on	Not Opted	\$ 0.00
Storage Add-on	250 storage	\$ 150.00
Net Total		\$ 2,725.00

Upgrade Add-Ons
Downgrade Add-Ons

Next Payment [Payment History](#)

21 Jun 2024
(Monthly) \$2,725

[Move to yearly](#)

Payment Method [Change Address](#)

VISA

XXXX XXXX XXXX 4242 Exp Date 9/27

[Change Payment Method](#)

The purchased storage will also be shown in Zoho FSM. Hover over the **Info** icon [] to see the split-up of total storage available to you.

File Storage

Displaying the total File storage space used by the organization. File storage includes attachments to Notes and Compressed Images in service reports.
 Note: Storage usage shown below is not realtime and can have some delay in displaying updated details.

0.24 GB Used of 560.00 GB [Add Storage](#)

0 gb **Base Storage: 10 GB** **Additional Storage: 250 GB** **Appointment Addon: 300 GB** 560 gb

Module Name	Storage
Estimates	35 MB
Requests	50 MB
Work Orders	163 MB

The total storage available to you will be based on the **Base storage**, **Additional storage based on appointments purchased**, and **Add-on storage**.

$$\text{Total Storage} = \text{Base storage} + \text{Additional storage based on appointments purchased} + \text{Add-on storage}$$

Example

The example below will help you understand how the storage available to an user is calculated. Consider that the user is in Professional Edition who has purchased 15000 appointments and 250 GB as storage add-on. Then, the total storage available to the user will be 560 GB.

$$\begin{aligned} \text{Total Storage} &= \text{Base storage} + \text{Additional storage} + \text{Add-on storage} \\ &= 10 \text{ GB} \quad + 300 \text{ GB} \quad + 250 \text{ GB} \\ &= 560 \text{ GB} \end{aligned}$$