



Gliffy Partner FAQ

You asked, we answered: explore a few of the most common Gliffy questions we get from our partners.

Q: If only a small fraction of a customer's environment is using Gliffy, is there any way for them to only pay for those users and not the entire user environment?

We will review any customer case when they feel like only a small percentage of their environment is using Gliffy. We realize there might be cases of limited usage, so we're always open to discussion with the customer or the partner to work out a deal that everyone is happy with.

Q: If a customer requests a 2-3 year quote, does Gliffy offer discounts for multi-year deals?

Yes! We love it when customers make multi-year purchases, and we will discuss discounts for each customer and each deal. Please let us know ASAP when your customer is considering a multi-year deal.

Q: How available is a demo from someone at Gliffy? Does the customer need to meet a certain user or price level in order to get a free demo?

We love giving demos! We don't have a certain user or price level requirement for giving demos. Please reach out to us to get the demo set up. You can either join us on the demo or leave it to us to discuss with your customer via a Zoom meeting.

Q: What is the biggest difference between Gliffy and draw.io?

There are many differences between Gliffy and draw.io. You can find our Gliffy vs. draw.io PDF, which highlights some of these key differences, on our partner resource page. You can also download and send that PDF to your customer.

Q: Is Gliffy available for extended trials past the 30 days that Atlassian typically allows for an evaluation?

Yes, we are available for extended trials. We are able to give approval for Atlassian to issue an extended trial for the license.

Do you have any other questions we didn't answer here?

We want to equip you and your customers for success, so we're happy to answer any questions you or your customers might have about Gliffy. Please reach out to Andy Bryl at abryl@perforce.com with additional questions.