



The top half of the page features a complex background. On the left, a triangular inset shows hands pointing at a document. The right side is dominated by a large, dark blue triangle containing a glowing digital data visualization with a line graph and a bar chart. A price change of '+11,00.00' is visible. The background is decorated with several overlapping triangles in shades of blue, grey, and white.

Subscription Analytics Service

Frequently Asked Questions

Subscription Analytics Service: FAQ

What is the Subscription Analytics Service?

The Subscription Analytics Service provides organizations with enhanced application usage reports featuring interactive data visualizations in a single platform. The reports offer a detailed look into individual usage behaviors and the opportunity to better align software usage to project needs. The reports are easily accessible via the [Analytics Portal](#), enabling organizations to use data to drive decisions and process improvements.

What are the benefits of the Subscription Analytics Service?

- Near real-time analytics
- Significant performance advances
- Enhanced reporting statistics
- Detailed looks into user-specific activity
- High-quality data visualization

Who can access the Analytics Portal?

Administrators and co-administrators are able to access the Analytics Portal. To do this, administrators can visit the Subscription Services Portal via the [CONNECT Center](#). Once in the Portal, administrators will be able to access reliable, data-driven analytics.

Is there an additional cost associated with the Subscription Analytics Service?

The Subscription Analytics Service is a complimentary service offered to your organization when you use Bentley applications. There are no additional costs associated with accessing the Analytics Portal.

Why aren't my machines identifying the specific user accessing the Bentley application?

If a user is not identified by email address, they have not completed the [Connected User process](#). Administrators should ensure users are registered in User Management. Once registered, the user must install the Bentley CONNECTION Client and sign in with their credentials. If the user does not sign in, the process has not been completed and the machine will not be able to identify the specific user.

Where can I find more information about specific reports?

The Analytics Portal features technical help information, containing details specific to each report. Click the "?" at the top right corner of each report for more details.