

GraphQL Pricing Explained

What is GraphQL

GraphQL is Xledger's main API used for programmatic import and export of data to/from Xledger, which allows users to build integrations to third-party systems. Customers benefit from integrations primarily through the increased operational efficiency, as well as access to insight that would not have been feasible to produce manually.

Common use-cases include extracting data from Xledger into a data warehouse, importing the details of sales invoices into Xledger from an external billing system, and synchronizing users and employees with an external HR system, among many others.

Why is there a charge for using GraphQL

All usage of GraphQL carries a variable cost to Xledger, since it requires computing power and features must be maintained and supported at volume. Naturally, some customers use GraphQL to a greater extent than others, and its use is not always proportionate to the other pricing variables, such as transactions, users, and entities.

Xledger also must be mindful to protect the load on the servers – uncontrolled use of GraphQL has the potential to overload the servers or database and impact system performance.

For these reasons, we charge on a volume basis for GraphQL usage that exceeds the included monthly allowance.

Xledger currently charges for native integrations that we host. For these integrations, our pricing aims to recover the variable cost of the infrastructure we use to provide those integrations and labour cost of setup and maintenance. The current pricing for native integrations does not factor the variable cost of GraphQL.

Pricing Mechanism

Customers have a monthly GraphQL allowance per entity of:

- 5,000 GraphQL requests
- 1000 MB of data downloaded through GraphQL
- 1000 MB of data uploaded through GraphQL

Any usage within the monthly allowances is not charged.

Usage above the free allowance is charged at:

- £0.01 per additional request
- £0.10 per additional MB

This is correct as of June 2026. The price is reviewed annually, and the current pricing can be viewed in our publicly accessible additional pricelist [here](#).

Pricing is only applied to the amount used over the included allowance.

Each of the three elements is measured, priced and applied independently. I.e. using more than the allowance in only one of the three elements will only result in additional charges for that one element.

Terminology

A **GraphQL request** is one call made by an external system to retrieve, create, or update data in Xledger. Usage is measured per request, not per record, so a single request can process one or many items. Well-designed integrations minimise cost by reducing the number of requests needed.

A **Credit** is a technical allowance to protect the GraphQL servers from overload; customers have a limit of credits that can be used per hour. This is a technical mechanism and not a commercial mechanism.

Example Case

- Customer with 2,500-3,000 transactions per month
- Only use of GraphQL is data warehousing through Azure, which frequently calls the server and downloads a high volume of data.
 - o 10,000 requests
 - o 4,000 MB downloaded
 - o 5 MB uploaded
- Monthly price:
 - o Requests: $5,000 * £0.01 = £50$
 - o MB Downloaded: $3,000 * £0.10 = £300$
 - o Total GraphQL Price = £350

Applying GraphQL Pricing

Pricing is incorporated into all contracts since early 2025.

Customers on contracts before 2025 do not automatically inherit the terms for GraphQL pricing. GraphQL pricing terms are introduced either at contract renewal, or as an addendum to contract that becomes a pre-requisite for all existing customers who newly subscribe to Xledger native integrations (Azure, Stripe, Pleo, GoCardless, etc.).

Note: GraphQL usage from native integrations is *included* within the usage calculation, and contributes toward the allowance and overage. Therefore, depending on data volumes and other pre-existing integrations in place, the monthly subscription fee for a new native integration may not represent the total additional cost to the customer, once GraphQL pricing is considered.

Usage Visibility

Customers can view their GraphQL usage within Xledger. Domain Administrators have access to the following menu:

Administration > System Access > GraphQL > GraphQL Usage Log - Pivoted

Here customers can view their usage, and calculate a running cost per month. Expression columns can be created to calculate and display the cost automatically in a template, if desired. Currently this would need to be created by each customer individually. We will consider developing a standardised way for customers to view calculated usage-based GraphQL pricing.

For guidance purposes, the recommended Expression calculation format would be:

MB Uploaded Cost: $iif([MB\ Up]-1000 < 0, 0, ([MB\ Up]-1000)*0.1)$

MB Downloaded Cost: $iif([MB\ Down]-1000 < 0, 0, ([MB\ Down]-1000)*0.1)$

Number of queries Cost: $iif(Count-5000 < 0, 0, (Count-5000)*0.01)$

For customers who would like to understand their estimated usage before developing or applying an integration, there are a few options:

1. Customers can run integrations in DEMO before applying them in the PROD environment. This incurs no charge, and allows the customer to preview the usage first. We recommend customers always do this to avoid unexpected charges.
2. Before developing an integration, we can support customers with an estimate. We will ask for the integration specification, frequencies of data transfer, and types of data being transferred to estimate the impact. The integrations team can run this process. Note this is only a rough estimate based on the information we have available – since there are many factors often beyond our control or knowledge, we cannot guarantee accuracy.