

# PRODUCT LIFECYCLE POLICY

INFORMATION



# ITyX Product Lifecycle Policy

## Introduction

This document describes the release strategy and End-of-Life Policy for ITyX products, based on industry best practices.

The goal of the release strategy process is to ensure that all changes to the software products are released to our customers in an efficient and effective manner. The intent is for customers to stay current on the latest releases and technologies and to install any fixes that become available, so that the best possible user experience can be achieved.

The Product Lifecycle Policy is aimed exclusively at ITyX customers with respect to purchased products. It does not apply to third parties or third-party products. ITyX reserves the right, at its sole discretion, to make changes to the Product Lifecycle Policy for all products or a specific product from time to time in the event of changes in business requirements. The Product Lifecycle Policy web pages will be updated to reflect any changes as they may occur.

## Support Guidelines for Product Life Cycle Phases

ITyX allows you to choose the technical support program that best meets your needs – ranging from free web-based tools, to support through our extensive partner network, to technical support directly from ITyX. The goal of the ITyX support program is to provide customers with the tools and knowledge to help them identify any technical issue they may have encountered with ITyX software products. Once identified and reproducible by the support team, ITyX will recommend the next steps to fix or avoid the problem. Depending on the product life cycle phase of a product version, this may include recommendations for workarounds, configuration changes, or fixes, updates or upgrades<sup>1</sup> of existing ITyX products. Your ITyX support representative will inform you about the right steps to solve technical product problems.

## Product Versioning

The majority of ITyX software products uses a software versioning standard to identify the release type. For these products, the software version numbering is formatted as <major>.<minor>.<fix> , where each component represents the following:

- <major> - Significant modifications to architecture, design, user experience, and/or functionality.
- <minor> - New functionality and bug fixes and possibly minor changes to the underlying architecture.
- <fix> - Bug fixes and possibly very minor feature changes, without changes to the underlying architecture.

<sup>1</sup> Upgrades may be subject to a fee. Inquire with ITyX for details specific to your situation.

## Product Lifecycle Phases

The ITyX release lifecycle is the timeframe between when the release version of a product first becomes available to customer and when ITyX stops providing support for that version. The lifecycle consists of three distinct phases, which are described in this document:

- General Availability (GA) until End of Mainstream Support (MS)
- Limited Support (LS)
- Extended Support (ES) until End of Life (EOL)

## General Availability

Mainstream Support is provided during the first phase of the product lifecycle, also referred to as General Availability. This phase starts when a major or minor version is released and ends when the next major or minor version of the product is released. During the mainstream support phase, critical product issues - categorized as priorities A<sup>2</sup> and B<sup>2</sup> - that occur on a production system and that concern standard core product functionality, will be addressed. Priority C<sup>2</sup> issues are addressed only at the sole discretion of the ITyX Product Manager, considering multiple factors, including but not limited to the number of customers that are impacted by the issue.

## Limited Support

Limited Support is provided for a minimum period of six (6) months from the Mainstream Support end date for issues that occur on a production system and that concern standard core product functionality. During this full period, product issues categorized as priority A<sup>2</sup> are addressed. Priority B<sup>2</sup> issues are addressed only when they are reported to ITyX at least three (3) months before the limited support end date. Priority C<sup>2</sup> issues are not addressed.

## Extended Support

The Extended Support phase follows Limited Support and has a duration of six (6) months, starting from the Limited Support end date. Priority A<sub>2</sub> issues are addressed only when they are reported to ITyX at least three (3) months before the extended support end date. Priority B<sub>2</sub> and C<sub>2</sub> issues are not addressed.

## About Product End of Life

Once a product version has reached its end-of-life date, no further updates, upgrades or fixes are provided. Customers may continue to use the product “as is” according to the terms of product licensing. However, the available support options are then limited.

As a companion document to the Product Lifecycle Policy, ITyX maintains a list of all supported product versions and updates this list twice a year, or more frequently as necessary. This lifecycle overview includes end dates for both the Product Lifecycle phases described in this document and for customization support.

## Support Policy for Customization

For customers that use ITyX software products for which custom functionality has been developed and delivered by ITyX Professional Services, a separate support policy applies for such customization. As stated earlier in this document, the Product Lifecycle Policy only concerns standard core product functionality. Because custom functionality is meant to extend the functionality of the standard core product version for which it was developed, the customization support phases are tightly linked to those of such core product version.

<sup>2</sup> Problem category definitions as outlined in the ITyX support agreement

## Software Customization Support

This type of support covers priority A2 and B2 issues that occur on a production system and solely apply to custom product functionality. Continued support of customized software beyond the end date may require updating to a later version product version, which may be subject to a migration services fee.

However, for the most recent versions of the main ITyX products, the impact of a version update on compatibility with customization tends to be minimal.

## Extended Software Customization Support

For selected product versions, support on customized software may be provided to customers at a fee.

Because this type of extended support applies to customization for product versions that have already reached end of life, any issues that would require changes to the core product version for which the customization was originally developed, cannot be addressed.

## Operating Systems / Database Compatibility

ITyX will only support ITyX products that are used in conjunction with third-party software versions that are officially supported by the third-party software manufacturer. An exception to this support policy applies in case certain required components of an ITyX product are incompatible with newer versions of third-party software. Such exceptions are documented in the detailed product lifecycle overview.

## Feature Requests

ITyX is a market driven software provider and focuses on delivering quality products that meet the needs of customers with varying use cases. To prioritize development efforts effectively, we actively seek input from a variety of sources including, but not limited to, market analysts, customers, and prospects. All inputs are evaluated in terms of overall benefit to customers versus cost and time to implement, and enhancements are prioritized accordingly in the product roadmap. ITyX does not commit specific product feature requests or modifications for specific customers if these affect the core product functionality.