

Swimlane's End of Life Policy

Key Terms

- End of Sale/Life Announcement (EOSA/EOLA): Issuance of an EOSA and EOLA marks the beginning of the EOL life cycle for a software product.
- End of Sale (EOS): The date when Swimlane will cease offering for license by customers a specified software version or product.
- End of Life (EOL): The date when Swimlane will cease offering support for licensees of a specified software version release and all maintenance and engineering for a software product ceases.

Product Life Cycle Overview and EOS/EOL Notifications

Swimlane periodically introduces new products, services, product enhancements and other offerings. As part of this process, older products and services may be discontinued. Swimlane intends to facilitate the transition from discontinued products to new offerings.

Software Life Cycle Policy

Version 10.X on-premise software

Swimlane generally releases software versions on a quarterly basis. Swimlane supports up to 5 versions prior to the current version. Customers can continue to use older release versions for approximately 12 months from the latest version shipped by Swimlane. Any older versions will automatically be out of support (i.e. when 10.13.x is released, 10.8.x and earlier will be automatically EOS). EOL for these earlier releases will be announced as part of release notes. Customers MUST maintain their software on supported versions.

Version 10.X dedicated cloud

Dedicated Cloud is a hosted infrastructure environment where all software upgrades and deployments utilize the most updated version with the latest security and product updates within approximately 30 days of release. Swimlane deploys hot fixes as required to address critical customer issues and security issues. Customers cannot choose to continue to use an earlier release. Swimlane upgrades the software automatically during pre-planned maintenance windows.

Turbine on-premise software (version 11.x)

Swimlane generally releases software versions on a quarterly basis. Swimlane supports up to 3 versions prior to the current version. Customers can continue to use older release versions for approximately 12 months from the latest version shipped by Swimlane. Any older versions will automatically be out of support (i.e. when 11.7.x is released, 11.4.x and earlier are automatically EOS). EOL for these earlier releases will be announced as part of release notes. Customers MUST maintain their software on supported versions.

Turbine Cloud

Turbine Cloud is a multi-tenant environment where different Swimlane customers share the infrastructure and the same Swimlane version of the software. All software upgrades and deployments are targeted towards the shared environment. Turbine Cloud is always running the most updated version with the latest security and product updates. Swimlane deploys hot fixes as required to address critical customer issues and security issues. Customers cannot choose to continue to use an earlier release. Swimlane upgrades the software automatically during pre-planned maintenance windows.

Version Turbine on-premise software

Swimlane releases software versions on a quarterly basis. Swimlane supports up to 5 versions from the current version. Customers can be behind for approximately 12 months from the latest version shipped by Swimlane. Any older versions will automatically be out of support (i.e. 24.2.x is released, 23.2.x and earlier is automatically EOS). EOL announced as part of release notes. Customers MUST maintain their software on supported versions.