

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 selling a Major or Minor software version or product offer for purchase by customers.
- End of Life (EOL): The date when Swimlane will cease support for a Major or Minor software version release and all maintenance and engineering for a software product cease.

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 is committed to making the transition from discontinued products to new offerings simple for our customers.

Software Life Cycle Policy

Version 10.X On-Premise software

Version 10.X On-Premise is a customer-managed deployment in which each customer runs Swimlane on their own infrastructure and controls which 10.X software version they operate. Swimlane releases newer 10.X software versions on a regular basis. Swimlane supports prior released versions of 10.X whose release date falls within the last 12 months of the release date of the latest version shipped by Swimlane. Any older version is automatically out of support. Customers must maintain their software on a supported version.

Version 10.X dedicated cloud

Dedicated Cloud is a hosted infrastructure environment where all software upgrades and deployments are running 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 the version they want to be on. Swimlane operates a pre-planned maintenance window to upgrade the software.

Turbine Cloud

Turbine Cloud is a multi-tenant environment where many of Swimlane's customers share the infrastructure and the same Swimlane version of the software. All software upgrades and deployments are targeted towards a shared environment. Since Turbine is a shared environment, it 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 the version they want to be on. Swimlane operates a pre-planned maintenance window to upgrade the software automatically.

Turbine On-Premise software

Turbine On-Premise is a customer-managed deployment in which each customer runs Swimlane on their own infrastructure and controls which software version they operate. Swimlane releases software versions for Turbine on a monthly basis. Swimlane supports prior released versions of Turbine whose release date falls within the last 12 months of the release date of the latest version shipped by Swimlane. Any older version is automatically out of support. Customers must maintain their software on a supported version.

Turbine Cloud Remote Agent

Swimlane releases software versions on a monthly basis and that can include updates to remote agent software. Customers are recommended to enable automatic update of remote agent to get all the latest enhancements and bug fixes. Swimlane supports Remote Agent versions that are released within the last 12 months. Any older versions released beyond 12 months will automatically be out of support. Customers who have turned off automatic upgrade of Remote Agents MUST upgrade their software to supported versions.

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