Swimlane's End of Life Policy

Key Terms:

- End of Life Announcement (EOLA): Issuance of an EOLA marks the beginning of the EOL life cycle for a software product.
- 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 ceases.

Product Life Cycle Overview and 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.

Swimlane provides EOL notification to our customers for discontinued products up to 12 months prior to the EOL date. Customers receive EOLA notifications directly via email notification or by subscribing to alerts via the customer's Swimlane Support account at https://support.swimlane.com/support/home.

Software Life Cycle Policy

Version 10.X 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 current release. Any older versions will automatically be out of support (ie 10.13.x is released, 10.8.x and earlier is automatically EOS). EOL 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 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 on-premise software (version 11.x)
 Swimlane releases software versions on a quarterly basis. Swimlane supports up to 3 versions from the current version. Customers can be behind for approximately 12 months from the current release. Any older versions will automatically be out of support (ie 11.7.x is released, 11.4.x and earlier is automatically EOS). EOL will be announced as part of release notes. Customers MUST maintain their software on supported versions.

Turbine Cloud (version 11.x)

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 .