

## Esri UK Product Life Cycle Policy

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### Contents

Esri UK Product Life Cycle Policy .....	1
Contents .....	1
Summary .....	2
Product Life Cycle support phases .....	2
Life Cycle phases.....	2
Announcing Transition .....	3
Product Life Cycle Support status for each Esri UK product.....	3
Product Types.....	3
Software Products Deployed On Premise.....	3
General Availability phase.....	4
Extended phase .....	4
Mature phase .....	4
Retired phase.....	4
Locally Deployed Apps .....	5
General Availability phase.....	5
Mature phase .....	5
Retired Phase .....	5
Online Apps.....	6
General Availability Phase .....	6
Mature Phase.....	6
Retired Phase .....	6
Data Products.....	6
General Availability Phase .....	7
Mature Phase.....	7
Retired Phase .....	7

## Summary

This Product Life Cycle Policy details the level of technical support that Esri UK will provide in relation to its products during such product's life span.

The Product Life Cycle is a progression of Product Life Cycle phases starting with the initial release of a new version of a product and ending with the retirement of that version of the product. This Product Life Cycle Policy details the product-specific technical support which is applicable to each of the Product Life Cycle phases.

Product Life Cycles may also vary by the type of product. For example, an on premise software product goes through a four-phase life cycle, whereas online apps typically have a two-phase life cycle.

Understanding Esri UK's Product Life Cycle Plan for its products will help users to develop plans, including users' product migration and transition strategies.

This Product Life Cycle Policy relates to Esri UK products; For Esri Inc products, you should refer to the [Esri Inc Product Life Cycle Policy](#).

The 'General Availability' phase of support referred to in this Product Life Cycle Policy is provided in accordance with Esri UK's Standard Support Policy, which is available via <http://www.esriuk.com/legal/terms-and-conditions>. Support in relation to the 'Extended', 'Mature' and 'Retired' phases is subject to the caveats below.

## Product Life Cycle support phases

### Life Cycle phases

Esri UK's Product Life Cycle has up to four phases:

- General Availability
- Extended
- Mature
- Retired

The Product Life Cycle phases can either be calendar-based (moves to the next phase at a specific date) or version-based (moves to the next phase when a new version is released).

Note: Where applicable, Users may be able to continue to use products that enter the Extended or Mature phase. Where Users do so, the extent of support for those products is as detailed below. Where there is a newer version of, or an alternative to, those products available in the General Availability phase, Users are recommended to upgrade or migrate to such newer version or alternative product.

## Announcing Transition

Esri UK will communicate Product Life Cycle transitions on its website and via the relevant Product Life Cycle document at each new release of a product. Esri UK may also announce transitions outside of a specific release event.

## Product Life Cycle Support status for each Esri UK product

The Life Cycle status for each Esri UK product can be found on our website in each product's web site pages and on our Legal pages: <https://www.esriuk.com/en-gb/legal/uk/terms-and-conditions/product-lifecycle-documents>.

## Product Types

There are four types of product:

- **Software products deployed on premise** e.g. LocatorHub, Sweet (on premise)
  - Typically has all four life cycle phases
  - Life cycle phases are calendar-based
- **Locally Deployed Apps** e.g. UK Data Loader
  - Typically has three life cycle phases (General Availability, Mature and Retired)
  - Life cycle phases are version-based i.e. when a new version is released the previous release moves into Mature support
- **Online Apps** e.g. QuestionWhere Builder, Sweet (online)
  - Typically has two life cycle phases (General Availability and Retired)
  - At end of life the final release may have a period of Mature support prior to retirement (when no version is in General availability)
  - Life cycle phases are version-based i.e. when a new version is released the existing version is retired as there is only one version available at any one time
- **Data Products** (both online and on premise) e.g. Premium Data Services
  - Typically has two life cycle phases (General Availability and Retired)
  - At end of life the final release may have a period of Mature support prior to retirement (when no version is in General availability)
  - Life cycle phases are version-based i.e. when a new version is released the existing version is retired as there is only one version available at any one time

## Software Products Deployed On Premise

Software products deployed on premise typically these have all four life cycle phases which are calendar-based.

## General Availability phase

For products in General Availability users can expect the following:

- Phone support between 9:00am and 5:30pm UK time Monday through Friday – excluding UK Bank holidays. Note: Calls can be logged via My Esri at any time.
- Software patches and hot fixes.
- New environment certification – when a major new release of a core dependent system such as ArcGIS software, operating system, database, or web browser is released during the General Availability phase of an Esri UK product, Esri UK will seek to certify this new environment either within the currently shipping release, or a new release.

## Extended phase

The Extended phase for a product version usually starts shortly after a new major release of that product has become generally available, unless otherwise stated.

Once a product enters the Extended phase, users can expect the following:

- Phone support between 9:00am and 5:30pm UK time Monday through Friday – excluding UK Bank holidays. Note: calls can be logged via My Esri at any time.
- Software patches and hot fixes.
- Esri UK will not certify new environments for products in the Extended phase.

## Mature phase

The Mature phase starts when the Extended phase ends. A product in the Extended phase moves to the Mature phase when a new major release of the product becomes generally available, unless otherwise stated. This general rule does not apply to all products. In particular, products that do not have frequent updates or which are nearing their retirement may enter the Mature phase even when no new version has been released.

Once a product enters Mature phase, a user can expect the following support:

- Phone support between 9:00am and 5:30pm UK time Monday through Friday – excluding UK Bank holidays. Note: calls can be logged via My Esri at any time.
- Esri UK will not provide any further patches and hot fixes for products that have reached the Mature phase. New environments will not be certified for the Mature phase.

## Retired phase

Once a product enters the Retired phase, the product will no longer be available for purchase and support will not be available.

Users will no longer have access to technical support. No new patches or hot fixes will be available and Esri UK will not certify any new environment.

Announcements will be made as to when a product will enter the Retired phase. These announcements will be made with a reasonable notice period.

## Locally Deployed Apps

Locally Deployed Apps typically have three life cycle phases (General Availability, Mature and Retired) which are version-based i.e. when a new version is released the previous release moves into the next phase of support.

### General Availability phase

For Locally Deployed Apps in General Availability users can expect the following:

- Phone support between 9:00am and 5:30pm UK time Monday through Friday – excluding UK Bank holidays. Note: Calls can be logged via My Esri at any time.
- Software patches and hot fixes.
- New environment certification – when a major new release of a core dependent system such as ArcGIS software, operating system, database, or web browser is released during the General Availability phase of an Esri UK product, Esri UK will seek to certify this new environment either within the currently release, or a new release.

### Mature phase

The Mature phase starts when a new version of the product is released. There will only ever be one version in the General Availability phase.

A product that is approaching retirement may also move into the Mature phase immediately prior to retirement (during which time there will be no version that is in the General Availability phase).

Once a product enters Mature phase, a user can expect the following support:

- Phone support between 9:00am and 5:30pm UK time Monday through Friday – excluding UK Bank holidays. Note: calls can be logged via My Esri at any time.
- Esri UK will not provide any further patches and hot fixes for products that have reached the Mature phase. New environments will not be certified for the Mature phase.

### Retired Phase

Once a product enters the Retired phase, the product will no longer be available for purchase and support will not be available.

Users will no longer have access to technical support. No new patches or hot fixes will be available and Esri UK will not certify any new environment.

Announcements will be made as to when a product will enter the Retired phase. These announcements will be made with a reasonable notice period.

## Online Apps

Online Apps typically has two life cycle phases (General Availability and Retired) which are version-based.

### General Availability Phase

For Online Apps in the General Availability users can expect the following:

- Phone support between 9:00am and 5:30pm UK time Monday through Friday – excluding UK Bank holidays. Note: calls can be logged via My Esri at any time.
- Software patches and hot fixes.
- New environment certification. When a new version of ArcGIS Online is released during the General Availability phase, Esri UK will test this new release and make applicable test result information available to users.

### Mature Phase

Online Apps will only enter the Mature phase prior to retirement (when there is no longer a version in General Availability).

Once an Online App enters the Mature phase, a user can expect the following support:

- The online software service will be available but will not be maintained or updated.
- When a new version of Esri Inc's ArcGIS Online is released Esri UK will not test the new release of such with any Esri UK Mature phase Online Apps / online software products.
- Phone support between 9:00am and 5:30pm UK time Monday through Friday – excluding UK Bank holidays. Note: calls can be logged via MyEsri at any time.
- Esri UK will not provide any further patches and hot fixes for products that have reached the Mature phase. New environments will not be certified for the Mature phase.

Users will be notified at least three months in advance before any Online Apps are moved to the Mature phase.

### Retired Phase

The Online App has been removed and the services are no longer available or supported.

If reasonable under the circumstances, users will be notified at least three months in advance before any Online Services are moved to the Retired phase.

## Data Products

Data Products typically has two life cycle phases (General Availability and Retired) which are version-based.

When a Data Product is approaching the end of its life it will enter a period of mature support before it is retired.

### **General Availability Phase**

For a Data Product in General Availability products users can expect the following:

- Data updates – frequency of data updates is determined the update program offered for each data product.
- Phone support between 9:00am and 5:30pm UK time Monday through Friday – excluding UK Bank holidays. Note: calls can be logged via My Esri at any time.

### **Mature Phase**

A Data Product will only enter Mature support prior to retirement (when there is no longer a version in General Availability).

Once a Data Product enters the Mature phase, a user can expect the following support:

- The Data Product will be available but will no longer be updated.
- Phone support between 9:00am and 5:30pm UK time Monday through Friday – excluding UK Bank holidays. Note: calls can be logged via email at any time.

Users will be notified at least three months in advance before any Data Products are moved to the Mature phase.

### **Retired Phase**

The Data Product is no longer available and any online services have been removed and are no longer available. No support is available.

If reasonable under the circumstances, users will be notified at least three months in advance before any Data Products are moved to the Retired phase.