

RouteSmart Technologies Product Life Cycle Policy

The Product Life Cycle Policy is designed to help communicate to RouteSmart Technologies clients the software development and technical support resources available during the life span of the software and to provide advanced notification of planned changes to software development enhancements and available support options. This document outlines the 4 different Support phases of RouteSmart Technologies Product Life Cycle. This information is intended to help you develop your migration and transition strategies with the knowledge and understanding of our Product Life Cycle plans.

Note: The Product Life Cycle Policy does not impact a client’s right or ability to use RouteSmart, it applies only to development and support availability.

Product Life Cycle Phases and Definitions

RouteSmart Technologies Product Life Cycle Policy has 4 phases:

1. General Availability
2. Extended Support
3. Mature Support
4. Retired

			
<p>General Availability</p> <ul style="list-style-type: none"> • Phone Support • Remote screen-sharing support • Email • Patches/hot Fixes • New operating system and GIS certification • Custom feature development 	<p>Extended Support</p> <ul style="list-style-type: none"> • Phone Support • Remote screen-sharing support • Email • Patches/hot fixes • No new operating system or GIS certification • No custom feature development 	<p>Mature Support</p> <ul style="list-style-type: none"> • Phone Support • Remote screen-sharing support • Email • No patches/hot fixes • No new operating system or GIS certification • No custom feature development 	<p>Retired</p> <ul style="list-style-type: none"> • No support

1. General Availability Phase:

General Availability is the currently shipping product. The General Availability product is fully supported and is the primary GIS development environment within which all new enhancements and features will be made available. Support includes all the support options and programs currently available (e.g., Primary and Secondary Support).

Support Includes:

- Phone and remote screen-sharing support between 8:00 AM and 6:00 PM (EST) Monday through Friday.
- 24x7 email request
- Software patches and hot fixes when warranted
- New environment certification – when a major new release of an operating system is released during the General Availability phase, RouteSmart Technologies will test the new environment with the General Availability release and provide test results.
- Custom development – software development work for clients who request custom feature development will be completed only in the General Availability version of the system.
- Training (on-site or regional seminars).

2. Extended Support Phase:

The Extended Support phase usually starts 3 months after a new major release of the product becomes generally available.

Once a version of RouteSmart enters Extended Support, a client can expect the following:

- Phone and remote screen-sharing support between 8:00 AM and 6:00 PM (EST) Monday through Friday.
- 24x7 email request
- Software patches and hot fixes when warranted

RouteSmart Technologies will not certify new GIS or operating system environments for the version of RouteSmart in this Extended Support phase. If an existing client is contemplating migrating their environment or any customized feature development, then they should also consider migrating their RouteSmart system as appropriate. Clients relying on RouteSmart software releases in the Extended Support phase are encouraged to start planning their migration to General Product availability.

3. Mature Support Phase:

The Mature Support phase starts when the Extended Support Phase ends. As a general rule, a version of RouteSmart in an Extended Support phase moves to Mature Support phase when a new major release becomes available.

Once a product enters Mature Support, a client can expect the following:

- Phone and remote screen-sharing support between 8:00 AM and 6:00 PM (EST) Monday through Friday.
- 24x7 email request

RouteSmart Technologies will not provide any further patches or hot fixes for products that have reached Mature Support phase. New environments will not be certified for Mature Support phase. New versions of RouteSmart may not operate in the ESRI GIS environment within which a Mature Support phase version of RouteSmart has previously been certified.

The Mature Support phase will last approximately 12 months from the date of announcement unless otherwise stated at announcement time to provide clients with enough time to migrate their environment. Clients with Mature Support products should actively be migrating to the General Availability release of RouteSmart.

4. Retired Phase:

After 12 months in the Mature Phase or at the time previously announced, a RouteSmart version will be retired and enter the Retired phase.

Once a version of RouteSmart enters the Retired phase users will have very limited support from RouteSmart Technologies. Clients will no longer have access to technical support through direct phone or remote screen-sharing support, or email requests. No new patches or hot fixes will be available and RouteSmart Technologies will not certify any new operating system environments. Typically, older versions of RouteSmart in the Retired phase will not work correctly under new operating system environments. RouteSmart Technologies will not make any attempt to determine whether a Retired product will work in a new environment or to make it work in a new environment. New versions of RouteSmart may not operate in ESRI GIS environments within which a retired version of RouteSmart was originally released.

Announcing Transition

RouteSmart Technologies will announce Product Life Cycle transitions via its Online Support Center and client communications forums such as “SmartDirections” e-newsletter. At each new release of a version, RouteSmart Technologies will re-evaluate the Life Cycle phase of the previous version of RouteSmart and will announce the status of the previous versions in the “Product Life Cycle” section of the Online Support Center web site. RouteSmart Technologies may also announce transitions outside of a specific release event.

Getting the Life Cycle status for each version of RouteSmart

The Life Cycle Support status for each version of RouteSmart can be found at:

<https://trust.routesmart.com/>