



# INFOR GENERAL

PRODUCT LIFECYCLE POLICY



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## TABLE OF CONTENTS

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**3** Introduction

**4** Definitions of Maintenance categories

**5** Overview of Mainstream, Extended, and Sustaining Maintenance services

**6** Maintenance categories

**7** Premiums/fees

**8** Legal note

# Introduction

The Infor Product Lifecycle Policy is an explanatory communication which offers customers information regarding Support and Maintenance of Infor® solutions. The policy has been developed to proactively communicate the Support and Maintenance components available in the three stages of the Infor Product Lifecycle, the expected dates for certain major releases, and to provide visibility into what customers can expect from Infor Support and Maintenance at each stage of the applicable product lifecycle. The policy is also designed to provide our customers with release information, so they can plan their upgrade initiatives accordingly.

Please reach out to your sales executive, subscription services manager, or Infor partner if you have any questions. And when you are ready to discuss your move to the most-recent release of your solution, on-premises or in the cloud, we welcome the opportunity to show you how we have helped customers make the transition.

# Definitions of Maintenance categories

There are three applicable stages of Maintenance during the product life cycle of a particular release: Mainstream Maintenance, Extended Maintenance, and Sustaining Maintenance.

## Mainstream Maintenance

**This is the most robust and complete level of Maintenance available.**

Mainstream Maintenance is available for every released version of a software product for a period of years following the date of release. When Infor has determined an end date for Mainstream Maintenance for a particular software release, it will include details in an updated version of the applicable product specific lifecycle policy, and Infor will typically provide notice of such end date one year in advance.

We encourage customers to upgrade to new releases in a reasonably timely manner so that they may continually receive the benefit of Mainstream Maintenance, which we believe not only reduces day-to-day business risk, but also increases business productivity through adoption of new functionality and enhancements. However, we know that for some customers, regular upgrades may be impractical. To support customers who do not always keep up with the latest versions, we offer two levels of Maintenance following the expiration of Mainstream Maintenance for a product release.

## Extended Maintenance

When available and for an additional fee, Extended Maintenance may be purchased by customers following expiration of Mainstream Maintenance for a product release. As reflected in the table below, Extended Maintenance includes many of the benefits of Mainstream Maintenance but excludes updates and fixes, except as necessary to resolve Severity 1 incidents.

## Sustaining Maintenance

Unless a customer elects to purchase Extended Maintenance, as detailed above, Sustaining Maintenance will continue to be made available, for a period of time to be determined by Infor, following expiration of Mainstream Maintenance for a product release, and Sustaining Maintenance may require payment of an additional fee, in Infor's sole discretion. As reflected in the table below, Sustaining Maintenance includes some of the benefits of Mainstream Maintenance, but excludes, among other features, any new updates and fixes.

# Overview of Mainstream, Extended, and Sustaining Maintenance services

The information in the following table provides an overview of the services included in the three Maintenance categories:

Summary of components	Mainstream Maintenance	Extended Maintenance	Sustaining Maintenance
<b>New major releases</b>	•	•	•
<b>Access to Infor Xtreme Portal for incident submittal, management, and tracking</b>	•	•	•
<b>Access to the Knowledge Base for historical and new content for fixes, 'how to instruction' and support briefings</b>	•	•	•
<b>Access to Infor Xtreme Support staff</b>	•	•	•
<b>Updates and fixes</b>	•	P1-critical only	Pre-existing only
<b>Localizations - tax, legal and regulatory enhancements/updates*</b>	•		

\* If there are any discrepancies between this summary/overview and Maintenance Table, the information in the Maintenance Table controls the level of Support provided by Infor.

Localizations may include:

- Language translations
- Functional changes to adapt software for a particular country
- Regulatory/statutory changes

The decision as to which regulatory and statutory requirement updates will be included in Infor's products, will be determined by Infor at its sole discretion. Infor shall also solely determine which language translations to offer, if any, and when and if software will be updated to reflect adaptations germane to a particular country.

# Maintenance categories\*

Maintenance category	Duration**	Product fixes	Certified for use with certain designated middleware as set forth here.***	Access to Support resources	Maintenance pricing
<b>Mainstream Maintenance</b>	Available for each major release for a number of years following initial date of general availability of such release.	<p>Priority 1 (critical) and Priority 2 (high) fixes, updates, and regulatory and statutory enhancements for released localizations of the product, as determined by Infor.</p> <p>Priority 3 (medium) fixes are provided in future releases at Infor's discretion.</p>	Yes	Access to Infor Xtreme and support staff	Standard Maintenance pricing
<b>Extended Maintenance</b>	Available at Infor's discretion following the end of Mainstream Maintenance.	Priority 1 (critical) only; regulatory updates will be included at Infor's discretion; no regulatory enhancements will be done; no new updates; a minimum service pack may be required.	No	Access to Infor Xtreme and support staff	Standard Maintenance pricing plus 20% premium unless otherwise determined by Infor.
<b>Sustaining Maintenance</b>	Available following the end of Mainstream Maintenance	<p>Access to pre-existing fixes only; no new product fixes, updates, or regulatory enhancements</p> <p>Full access to the Knowledge Base containing both historical and new content regarding fixes, how-to instruction and support briefings</p>	No	Access to Infor Xtreme and support staff	Standard Maintenance pricing unless otherwise determined by Infor.

\*The Categories in this table apply to Infor products generally, but Product-Specific Policies may contain additional details and/or exceptions.

\*\*See Product Lifecycle Policy (if available) for more details.

## Premiums/fees

- Extended Maintenance premiums are in addition to normal annual adjustments to standard Maintenance pricing.
- Premiums will be calculated according to identified dates that may or may not coincide with the customer's annual Maintenance plan. Such premiums are nonrefundable, even if the customer elects not to renew Maintenance.
- When possible, Infor will attempt to notify customers of the premium percentage (i.e., the applicable percentage increase to Mainstream maintenance pricing) 12 months prior to their annual Maintenance renewal date.
- In its sole discretion, Infor may offer additional or custom features to its Extended or Sustaining Maintenance offerings for an additional fee.
- Customer annual Maintenance fee increases may be prorated based on the Product Lifecycle Policy and the Infor product version in use by the customer at the time of annual invoicing.

## Transitional Support

Infor may offer "Transitional Support" to a customer who is transitioning from an existing on-premises license (an "Existing License") to another subscription (cloud) or on-premises product offering (a "New Offering"). In this circumstance, provided the customer has an active subscription or Maintenance agreement for the New Offering, Infor may provide Transitional Support for the Existing License for a temporary period (no longer than 18 months) for a reduced fee. Transitional Support is not available unless documented in a written agreement between Infor and the customer.

While the Existing License is subject to Transitional Support, the customer will continue to have access to the Infor Xtreme Portal and Infor Xtreme support staff, as well as product fixes (based on the applicable category of Maintenance) for the Existing License, but the customer will not be able to receive upgrades or enhancements to the Existing License. Depending on the Maintenance category in which the Existing License falls, tax and regulatory updates may also be available for an additional fee under Transitional Support.

# Legal note

The objective of the Infor General Lifecycle Policy (the “Policy”) is to generally describe the stages of maintenance and support that will typically apply during the product lifecycle of Infor software. From time to time, Infor will also issue product specific lifecycle policies (each a “Product Lifecycle Policy”) with more specific details regarding the stages of maintenance and support, including the expected duration of each stage, as well as other terms that may supplement the terms set forth herein. The Policy and the Product Lifecycle Policy are meant to be read together; however, in the event of a conflict, the terms of the Product Lifecycle Policy shall apply.

This document is designed to provide you with information to help you plan your internal upgrade approach and timing. While this Policy describes Infor’s general approach toward the provision of maintenance and support during the product lifecycle, it does not represent a contractual document or commitment of any kind, and Infor may change, or deviate from, this Policy in its sole discretion without notice.

This Policy covers on-premises software products that are developed and made generally available by Infor. The Policy does not cover subscription products or products provided by Infor Consulting Services (ICS), Infor partners or other third parties.

In addition, this Policy does not cover certain “non-maintenance” products such as product templates or start packs.

For clarity, the terms “Support”, “Maintenance” and “Maintenance and Support” are used interchangeably in this Policy and all refer to Infor’s standard maintenance and support offering.



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