

## Procense Product End of Life Policy

### Purpose and Scope

This document outlines all end-of-life (EOL) policies for Procense products and provides comprehensive details for managing products throughout their retirement phase. This policy applies to all Procense hardware, software, and integrated solutions.

### What is Product End-of-Life (EOL)?

Procense may find it necessary to discontinue products for various strategic and operational reasons, including:

- **Product line enhancements:** Introducing superior technology or consolidated offerings
- **Market demands:** Responding to evolving customer needs and industry requirements
- **Technology innovation:** Adopting newer standards, protocols, or architectural approaches
- **Product maturation:** Replacing legacy products with functionally richer, more capable solutions
- **Business strategy alignment:** Focusing resources on core competencies and growth areas

When Procense decides to end the sale of a product, that product enters the end-of-life (EOL) phase, marking its formal retirement from active market availability. Procense is committed to transparent communication throughout the product retirement process, ensuring customers receive timely notifications about critical milestones and transition support.

### Procense End-of-Life Timeline

The EOL phase encompasses the following sequential milestones:

#### End-of-Sale Date

**Definition:** The final date to purchase the product through any Procense sales channel, including direct sales, authorized partners, and resellers.

#### Key Details:

- After this date, the product becomes unavailable for new purchases or trial deployments
- Customers with active licenses receive advance notification prior to the end-of-sale date

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- Typically announced 12-18 months in advance for hardware products, 6-12 months for software products
- All pending orders placed before this date will be fulfilled subject to inventory availability

## End-of-Support Date

**Definition:** The final date Procense provides active support for the product across all components (hardware, software, firmware, and services).

### Key Details:

- No software updates, security patches, or bug fixes after this date
- Technical support, hardware repairs, and warranty returns cease
- Typically occurs 24-36 months after end-of-sale for hardware products
- End-of-support dates are published in the official Procense End-of-Life Product Schedule
- Dates are subject to change based on business requirements and customer needs

## Standard EOL Policies: End-of-Sale to End-of-Support Period

During the transition period between end-of-sale and end-of-support, the following policies apply:

### Product Support Continuity

**Existing Customer Support:** Procense continues comprehensive support for existing customers with EOL products, provided:

- A valid, continuously maintained license contract remains in effect
- The customer complies with all terms and conditions of their service agreement

### Feature Development:

- **No new features:** Product development ceases for new functionality after end-of-sale
- **Maintenance support:** Critical bug fixes, security patches, and stability improvements continue until end-of-support
- **Compatibility updates:** Updates to maintain compatibility with supported third-party integrations may be provided at Procense's discretion

## Active Trial Management

**Trial Extension:** Customers with active trial deployments extending beyond the end-of-sale date may:

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- Purchase installed trial units at standard pricing until inventory depletion
- Receive comparable successor products as determined by Procense sales engineering
- Extend trial periods for evaluation of migration alternatives

## Product Migration and Upgrades

### Hardware Upgrades:

- Customers requesting upgrades to successor products must purchase new hardware unless otherwise authorized by Procense
- Trade-in programs may be available at Procense's discretion
- Migration assistance and professional services are available for complex transitions

### Software Migration:

- Configuration migration tools provided where technically feasible
- Data export capabilities maintained through end-of-support period
- Professional services available for assisted migration projects

## Return Merchandise Authorizations (RMAs)

**Hardware Returns:** EOL products follow standard RMA procedures as outlined in the Procense Terms of Service and Hardware Warranty Policy:

- In-warranty returns processed normally until end-of-support
- Out-of-warranty repair services subject to parts availability
- Replacement units provided from available inventory or comparable alternatives

### Inventory Limitations:

- Replacement parts availability not guaranteed after end-of-sale
- Refurbished units may be substituted for new replacements
- Cross-ship replacements subject to inventory availability

## License Renewal and Contract Management

### Renewal Eligibility:

- Software licenses may be renewed after end-of-sale until end-of-support date
- Renewal terms subject to current pricing and contract conditions
- Multi-year renewals encouraged to ensure continued support coverage

### Contract Modifications:

- License transfers permitted within existing customer organizations
- Subscription downgrades allowed; upgrades require successor product purchase



- Professional services contracts remain available for implementation and optimization

## **Customer Communication and Notification Process**

### **Advance Notice Requirements**

#### **Initial Announcement:**

- End-of-sale notifications provided minimum 12 months in advance for hardware
- Software EOL announced minimum 6 months in advance
- Communications sent via email, customer portal, and account management channels

#### **Milestone Reminders:**

- 90-day reminder before end-of-sale date
- 30-day final notice before end-of-sale
- 180-day notice before end-of-support date
- 90-day final notice before end-of-support

### **Communication Channels**

#### **Primary Notifications:**

- Direct email to registered technical and business contacts
- Customer portal announcements and dashboard alerts
- Account manager outreach for enterprise customers

#### **Additional Resources:**

- Updated product documentation with migration guidance
- Knowledge base articles for self-service information
- Webinars and training sessions for complex transitions

## **End-of-Life Product Schedule**

Procense maintains a comprehensive End-of-Life Product Schedule available through the customer portal, including:

- Current products approaching end-of-sale
- Products in transition between end-of-sale and end-of-support
- Recently ended products with support termination dates
- Recommended successor products and migration paths
- Timeline updates and schedule modifications

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**Schedule Updates:** The EOL schedule is reviewed quarterly and updated as needed to reflect business decisions and market conditions.

## Migration and Transition Support

### Professional Services

#### Migration Planning:

- Assessment of current deployments and usage patterns
- Recommendation of successor products and architectures
- Project planning for phased migrations and minimal disruption

#### Implementation Support:

- Configuration migration and data transfer assistance
- Integration testing and validation services
- Training for new product features and capabilities

### Technical Resources

#### Documentation:

- Migration guides for supported upgrade paths
- API compatibility matrices for software integrations
- Best practices for deployment transitions

#### Tools and Utilities:

- Automated configuration migration tools where available
- Data export and import utilities
- Validation and testing frameworks

## Exceptions and Special Considerations

### Extended Support Programs

**Critical Infrastructure:** Extended support may be available for customers with mission-critical deployments, subject to:

- Special contractual arrangements and premium pricing
- Limited scope covering security updates and critical bug fixes only
- No guarantee of parts availability or hardware replacement



## Regulatory and Compliance Requirements

**Regulated Industries:** Customers in regulated industries may receive extended transition periods to accommodate:

- Compliance validation processes and regulatory approvals
- Integration testing and certification requirements
- Budget cycle alignment and procurement processes

## Partner and Integration Considerations

**Third-Party Dependencies:** EOL decisions consider impacts on:

- Certified partner integrations and joint solutions
- Customer implementations with complex integration requirements
- Ecosystem compatibility and interoperability needs

## Policy Updates and Revisions

This End-of-Life Policy is subject to periodic review and updates to ensure alignment with business strategy, market conditions, and customer needs. Policy changes will be communicated through standard customer notification channels with appropriate advance notice.

**Effective Date:** This policy is effective immediately upon publication and applies to all current and future end-of-life decisions.

**Questions and Support:** For questions regarding this policy or specific product end-of-life situations, customers should contact their account management team or submit support requests through standard channels.