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# PRODUCT LIFE CYCLE POLICY

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# Innovapptive's Product Releases & Lifecycles

Release versions are part of the product life cycle development performed to ensure that our products continue to meet your growing business needs and objectives. These releases may also leverage new technology architecture, provide cross-product integration capabilities, and introduce new functionality. Innovapptive's current release strategy is to roll out quarterly releases which shall be communicated through one or more of the following channels:



**Direct email from Innovapptive to customer points of contact**



**Updates posted regularly on Innovapptive's website**



**Updates posted regularly on Innovapptive's Helpdesk portal**



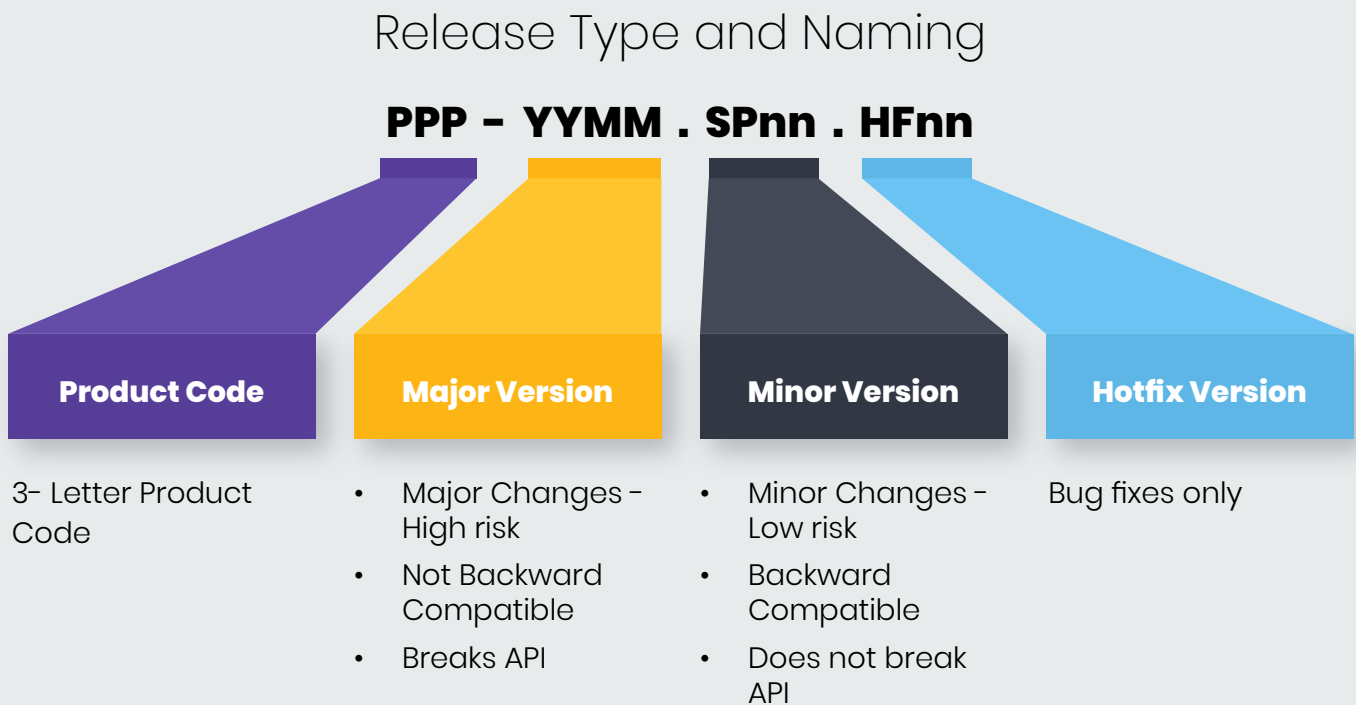
**Direct communication from the Innovapptive Customer Success team**

# Product Release Strategy

Innovapptive plans to release new product versions quarterly. These releases encompass new product features or capabilities, architectural changes, UI changes, feature enhancements and/or bug fixes.

## Release Nomenclature

Starting in 2020, Innovapptive will transition from its previous version numbering scheme (based on x.y.z) to a new YYMM based scheme where YY= last 2 digits of the year and MM= last month in the quarter of the release. For example, the mWorkOrder application released in quarter 3 of 2020 would be version 2009. The releases would then follow the naming conventions illustrated below based on the launch date and type of release.



Examples:

**MWO-2009.SP05.HF01**

**MIN-2103.SP00.HF02**

**MAT-2209.SP01.HF02**

# End of Life Policy

The nature of support provided by Innovapptive for any given licensed product depends on where a product release lies within the product life cycle. While Innovapptive offers reasonable longevity to support all releases, it also delivers reasonable upgrades for its products, aligned to the ongoing market trends, technological requirements, and end of life (EOL) for older releases as required.

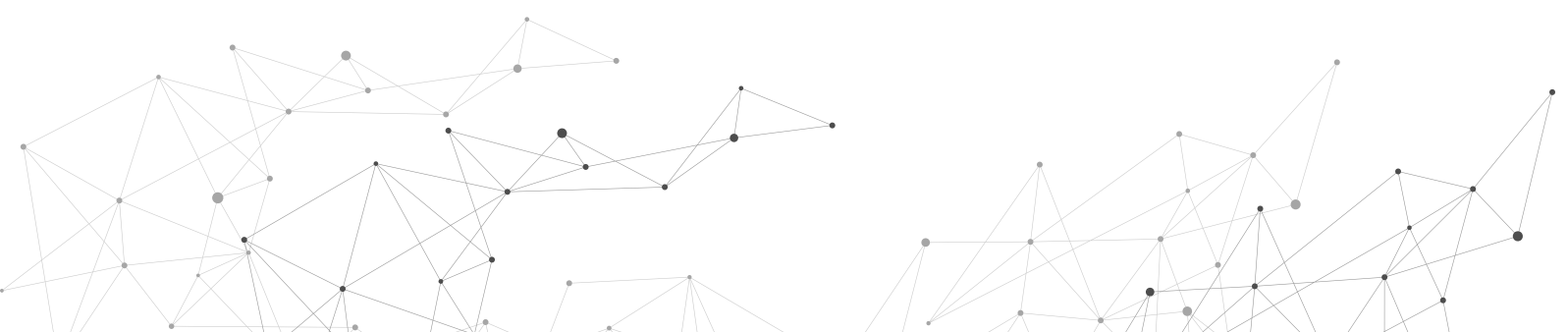
Innovapptive encourages customers to stay up to date with the latest releases to ensure that they reap the full benefits of the new features and functionality. Innovapptive is committed to providing support and maintenance services for the current and previous year's releases as described below.

## Lifecycle Stage – Full Support

Innovapptive will support the current YY and (YY-1) releases for existing and fully paid-up customers. For example, upon release of version 2206, we will only support 2103, 2106, 2109, 2112, 2203, and 2206 versions.

## End-of-Life (EOL)

EOL announcements will be provided periodically either through email or Innovapptive's website. These announcements will include details on impacted products and their respective End-of-Sale and End-of-Support dates.



# End-of-Support

The End-of-Support date of a product version will be one and a half (1.5) years following the date of the EOL Announcement or one year following the End-of-Sale announcement. From the End-of-Support date, Innovapptive will discontinue technical support for issues/ updates, bug fixes and security fixes.

For customers who are unable to move away from legacy versions to the newer versions due to technical or business reasons, Innovapptive may provide exceptions to continue supporting legacy versions on a case-by-case basis after a thorough analysis of costs and resources.

Please visit the Innovapptive helpdesk at <http://helpdesk.innovapptive.com> for additional details and support.

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