



Product Life Cycle Policy

Overview

Meyertech is committed to designing and developing innovative products for its customers by utilising new technologies to introduce new features and functionality demanded by today's competitive market. It is because of this and, on occasion, other reasons which lie outside the direct control of Meyertech, those products reach their End of Life.

Whilst this is now an accepted part in a product's life cycle it is often not fully understood by customers or explained by vendors. To help customers and Meyertech Certified Partners better understand this process and manage support of products through their Life cycle, Meyertech has produced its 'Product Life Cycle Policy Statement'.

This Product Life Cycle Policy Statement applies (from 01-08-2016) to all Meyertech products including hardware, firmware, appliances and software applications. It replaces all previous Meyertech life cycle policies and statements.

During the lifecycle of software applications customers should bear in mind they may be required to update/replace the hardware/OS software on which the Meyertech software application is installed to enable Meyertech to provide software application updates.

Product Lifecycle Life Status Indicators

CLC	Current Life Cycle
EOLA	End of Life Announcement
EOSN	End of Sales Notice
EOD	End of Development
EOS	End of Support

CLC – Current Life Cycle

Meyertech products typically enjoy a life cycle of at least eight years for hardware and five years for software but in some extreme cases products can reach their EOL sooner due to circumstances outside the control of Meyertech. Under such circumstances Meyertech endeavours to offer software and hardware equivalents or superior, to maintain or improve the current level of functionality and performance.

The CLC stage in a products life cycle indicates the product is currently available for sale, under continuous development and fully supported through Meyertech Support Menus. To access support you will need to have a current support menu contract with Meyertech.

EOLA – End of Life Announcement

Generally in the normal life cycle of a product Meyertech will provide six months (this may be shorter under certain circumstances) advance notice to customers and Meyertech Certified Partners that a product has begun its journey to EOL. Meyertech uses the ‘sun-setting’ method to transition the product from CLC to EOL. Sun-setting is the process of planning and implementation of the EOL of a product. The EOLA will be advised to customers either directly by Meyertech or via Meyertech Certified Partners or on the Meyertech website at <https://www.meyertech.co.uk/>.

EOSN – End of Sales Notice

This is the last date the product can be purchased from Meyertech. After this date the product is not available to purchase unless qualified by a validated Meyertech quotation or proposal.

The completion of the EOSN stage in a products life cycle indicates the product is no longer available to purchase but is fully supported for development updates and repairs through Meyertech Support Menus. To access support you will need to have an active Support Menu.

EOD – End of Development

This is the date development of the product ceases. This means no further bug fixes, firmware, software or hardware updates will be developed for the product.

The latest updates for the product will still be available from Meyertech after the EOD date and up to the EOS date and the product is fully supported through Meyertech Support Menus. To access support you will need to have an active Support Menu.

EOS – End of Support

After the End of Support Date the product has reached its EOL. Meyertech will no longer support the product unless you have an A la Carte Support Menu whose term is beyond the EOL date. After this date it may still be possible to extend support for a product as part of an A la Carte Support Menu.

The EOS stage in a products life cycle indicates the product has reached the end of its life and after this date the product is not available to purchase; it is not manufactured; it is not developed; it is not tested; it cannot be repaired or maintained; there will be no further releases of this version; there will be no bug fixes; website support will be removed.

For more information on Meyertech Support Menus contact our sales team at sales@meyertech.co.uk.