

OPERATIONAL POLICY

End of Life Policy

Version 3

Legal & Compliance



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1. Introduction

This End of Life Policy outlines the procedures for retiring and discontinuing software and SaaS products provided by OneAdvanced. OneAdvanced acknowledges our responsibility to provide transparent information regarding our end-of-life practices to our clients and users. This policy aims to ensure a smooth transition and minimize any disruptions to your business operations.

2. Definition of End of Life (EOL)

End of Life refers to the point at which a software or SaaS product will no longer be supported, updated, or maintained by OneAdvanced. This decision may be driven by various factors, such as technological advancements, business strategies, or market conditions. EOL does not necessarily mean immediate termination, but outlines the timeline and steps for discontinuation.

3. Notification

At least 6 months prior to the planned EOL date of a Service and 12 months prior to the planned EOL date of on-premise Software, OneAdvanced will provide a formal written notification to clients and users affected by the product's discontinuation. This notification will be delivered via email, direct communication, and prominently displayed on our website. The notification will include relevant details such as the EOL date, alternative solutions (if applicable), and support options during the transition period.

4. Transition Period

Upon notification of the EOL, OneAdvanced will provide a reasonable transition period of at least 6-12 months depending on the product effected, before officially discontinuing the software or SaaS product. During this period, we will continue to provide customer support, critical updates, and fix any defects to ensure uninterrupted service for our clients. We will also provide guidance on migrating to alternative solutions, if available. OneAdvanced will give pro-rata refunds for the remainder of any then unexpired term of a Customer's contract.

5. Customer Support

During the transition period, OneAdvanced will continue to offer customer support based on the terms of your existing support agreement. OneAdvanced's support team will assist you with any queries, issues, or concerns related to the EOL process. However, after the transition period support will be limited to critical security patches and ensuring the product's functionality until the EOL date.

6. Alternatives and Migration Assistance

If appropriate, OneAdvanced may offer alternative solutions or recommendations for migrating to similar or upgraded products. We will provide documentation, guides, and resources to facilitate a smooth transition. However, the decision to migrate and associated costs will be the responsibility of each client or user.

7. Data Retention and Disposal

See the [Data Return and Deletion](#) policy document for details.

8. Legal and Compliance Obligations

Throughout the EOL process, OneAdvanced will uphold its legal and compliance obligations related to the software or SaaS product. We will ensure that any cessation of services adheres to applicable regulations, contracts, and agreements.

9. Review and Updates to the Policy

This End of Life Policy will be periodically reviewed and updated by OneAdvanced to reflect changes in technology, business strategies, or regulatory requirements. We recommend checking our website or contacting our support team for the most up-to-date information regarding specific software or SaaS products.

10. Right to Discontinue Modules

OneAdvanced reserve the right to discontinue any module or functionality of its Software and/or cease to provide Support in respect of such module or functionality provided OneAdvanced give the Customer not less than 6 months' notice of such discontinuance/cessation. Where OneAdvanced decides to discontinue or withdraw a product comprising part of its Software or Service from the market (for example, OneAdvanced cease to continue with and implement a programme of continuous development, updating and improvement in respect of that so that it continues to be capable of complying with applicable legal, fiscal and regulatory requirements and therefore decide to cease to provide that Software or Service to customers) (being "Discontinued Software"), OneAdvanced shall provide the Customer with as much prior notice as is reasonably practicable of any proposed Discontinued Software and shall use commercially reasonable efforts to ensure that such notice is not less than 6 months. If OneAdvanced notifies the Customer of any Discontinued Software, the right to use that Discontinued Software shall terminate with effect

from the discontinuance date as notified by OneAdvanced to the Customer, unless the parties otherwise agree in writing.

11. Extended Support Services (ESS)

As a software business with bold ambitions, it is crucial that we continue to invest appropriately to accelerate our position in our priority software markets. We have undertaken a thorough review of our portfolio of products to determine where we should continue to prioritise investment to support our customers.

As part of that exercise, we have looked at our products against the ever-changing needs of the market and the associated competitive dynamics. Our conclusion is that we will not continue to make the same levels of investment in the growth of the products listed in this [article](#) in the Customer Portal.

This has been a difficult decision but we genuinely believe it is the right thing to do for our customers, our people, and the future of our organisation.

These products will now be managed by a newly created team within OneAdvanced called Extended Support Services (ESS), which consists of dedicated resource for Support, Development and Account Management.

We will continue to maintain and support the products in ESS for our customers however, product roadmaps will be adjusted to only focus on essential maintenance activities and key legislative/security work.

Products will reach a stage in their lifecycle when it is no longer viable to maintain the product, at this point an EOL date will be displayed in the [article](#) and communicated accordingly.

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