

Lakeside Software Product Lifecycle

Updated August 13, 2021

On-Premises Software

Lakeside Software's on-premises product (SysTrack) has a fixed lifecycle from release.

- Each standard product release with a fixed lifecycle will have two years of support starting from the release date.

Type of Support	Current	End of Life
Feature Requests	Yes	No
Feature Updates	Yes	No
Support Cases	Yes	No
Security Updates	Yes	No

Software as a Service Products

Lakeside Software's Software as a Service (henceforth "SaaS") products are continuously serviced and updated. Because of this constant upkeep, the SaaS products that are fully hosted by Lakeside will remain in support if the product is still currently offered. Full support is contingent on:

1. Customers must remain licensed and in compliance with the terms of their SaaS terms for their purchased product.
2. Customers must remain current in accordance with the updates provided from the cloud for endpoint software and services.

Change Notification

Updates will occur with regular frequency for Lakeside hosted services. This will occur with a communication at a minimum of 14 days prior to scheduled activities outside of unplanned or otherwise unavoidable events.

Continuity and Migration

If a migration pathway is possible to a related service or available product, steps necessary to execute said migration or upgrade will be provided by request.

Versions and End of Life

Version	Release Date	End of Life
8.4	August 31 st , 2018	August 31 st , 2020
9.0.1	July 11 th , 2019	July 11 th , 2021
9.0.7	September 11 th , 2020	September 11 th , 2022
9.0.8	November 25 th , 2020	November 25 th , 2022
9.0.9	July 16 th , 2021	July 16 th , 2023