



Vertica

Migration to standard time based support lifecycle process

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Agenda

- Introduction
- Example of email sent to customers
- What is changing?
- Business Support Agreement
- Questions

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Based in: Amstelveen, NL

Covering: EMEA Region



- Career Highlights:
 - +9 years with HP/Micro Focus
 - +20 years in BI/DW and Analytics domain
 - Experience with retail, finance, insurance and software industries
 - Experience in a variety of roles from developer, consultant and manager
 - Experience in numerous countries across Europe and Africa
 - From start-ups to international giants
 - Building and leading teams
- Contact Information
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Example of email sent to customers

 MICRO FOCUS

Support Notification

Dear Customer,

You are being contacted because you have one of the Vertica products under an active subscription (support contract) or you have subscribed to receive notifications about these products. We are writing to inform you that the Vertica products will now follow a time based support lifecycle process. The time based lifecycle process is designed to afford more predictability to your IT planning, with clearer visibility to support time lines.

Under the time based support lifecycle process, the Vertica product support lifecycle will now include a 4 year period of Self-Help Support with Rights to New Versions (RTNV) following the Committed Support and Extended Support periods already in effect for Vertica products. The below table shows the deliverables for each phase:

Technical Support Services	Committed Support	Extended Support	End of Self-Help Support with RTNV
Access to public forums	*	*	*
Access to Software Support Online	*	*	*
Rights To New Versions	*	*	*
Access to existing patches/hotfixes	*	*	*
Access to entitled forums	*	*	*
Raise support tickets	*	*	
Access to technical support engineers	*	*	
Creation of patches/hotfixes	*		
Creation of security fixes	*		

The [Micro Focus Software Time Based Support Lifecycle Time Frames](#) table documents the first version of each product that will become subject to the time based lifecycle process, as well as the Committed Support, Extended Support and Self Help Support with RTNV timelines for each such product. For ease of reference, we have excerpted from the table the support timelines of Vertica products below. All product versions following the first versions listed below will also follow the time based support lifecycle process following their General Availability date.

Vertica	Committed Support	Extended Support	End of Self-Help Support with RTNV
Vertica Express Edition 8.0x	2 years	2 years	4 years
Vertica Premium Edition 8.0x	2 years	2 years	4 years
Vertica for SQL on Hadoop 8.0x	2 years	2 years	4 years



What is changing?

From the Vertica version based to the time based support lifecycle process

Vertica version based support (the 'old' way and now no longer valid!)

Release	Original Release Date	Projected End of Life based on new releases	Actual End of Life	Months
10	Target Fall 2018			
9.1	Target Spring 2018			
9	10/13/2017	10.0 release date = ??		
8.1	4/14/2017	24 months from 9.0 release = ?? or 10.0 release date = ?? whichever is earlier		
8	09-06-16	9.0 release date = ??	10/13/2017	13
7.2	10/23/15	24 months from 8.0 release = 9/6/18 or 9.0 release date = ?? whichever is earlier	10/13/2017	24
7.1	7/31/14	8.0 release date = 9/6/16	09-06-16	26
7	12-10-13	8.0 release date = 9/6/16	09-06-16	33

Vertica time based support (the 'new' way)

Software	Released	End of Support notification	End of Committed Support	End of Extended support	End of Self-Help Support (with Rights to New Versions RTNV)	Time Based (TB) or Version Based (VB)
Vertica Enterprise Edition 7.1x & Prior Versions	31-Jul-14		06-Sep-16	N/A	N/A	VB
Vertica Express & Premium Edition 7.2x	23-Oct-15		13-Oct-17	31-Oct-19	N/A	VB
Vertica Flexzone	10-Dec-13		06-Sep-16	N/A	N/A	VB
Vertica for SQL on Hadoop 1.1x & Prior Versions	23-Oct-15		13-Oct-17	N/A	N/A	VB
Vertica Express & Premium Edition 8.0x	06-Sep-16	01-Jun-18	30-Sep-18	30-Sep-20	30-Sep-24	TB
Vertica Express & Premium Edition 8.1x	14-Apr-17	01-Jun-18	30-Apr-19	30-Apr-21	30-Apr-25	TB
Vertica Express & Premium Edition 9.0x	13-Oct-17	01-Jun-18	31-Oct-19	31-Oct-21	31-Oct-25	TB
Vertica Express & Premium Edition 9.1x	05-May-18		31-May-20	31-May-22	31-May-26	TB
Vertica for SQL on Hadoop 8.0x	06-Sep-16	01-Jun-18	30-Sep-18	30-Sep-20	30-Sep-24	TB
Vertica for SQL on Hadoop 8.1x	14-Apr-17	01-Jun-18	30-Apr-19	30-Apr-21	30-Apr-25	TB
Vertica for SQL on Hadoop 9.0x	13-Oct-17	01-Jun-18	31-Oct-19	31-Oct-21	31-Oct-25	TB
Vertica for SQL on Hadoop 9.1x	05-May-18		31-May-20	31-May-22	31-May-26	TB

Support time lines

for software products

	Committed Support Period from general availability date	Extended Support Period after Committed Support ended	Self Help Support with Rights To New Versions after Extended Support ended	Period from general availability date of last available version to discontinuation
Vertica	2 years	2 years	4 years	3 years

Note: EOS dates are always the last day of a month

E.g. GA date of Vertica Express & Premium Edition 9.0x was Oct 13, 2017 → EOCS is Oct 31, 2019

Technical Support Services

Technical Support Services	Committed Support time based and version based obsolescence process	Extended Support	Self-Help Support with Rights To New Versions
Access to public forums	*	*	*
Access to SSO	*	*	*
Rights To New Versions	*	*	*
Access to existing patches/hotfixes	*	*	*
Access to entitled forums	*	*	*
Raise support tickets	*	*	✗
Access to technical support engineers	*	*	✗
Creation of patches/hotfixes	*	✗	✗
Creation of security fixes	*	✗	✗

Version Based vs. Time Based

for software products

	Version Based Process	Time Based Process
Supported Versions	Supporting each major and minor version for at least 2 years	Supporting every major and minor version of a product for a minimum fixed amount of years (Committed Support) Followed by 2 years of Extended and 4 years of Self-Help Support with Rights To New Versions (RTNV)
Support Period	Depends on when the next version is released; no predictability EOS date for a product version is not clear when customers buy it	Fixed number of years. Customers know upfront Vertica: Minimum 2 Year of Committed Support, followed by 2 Year Extended and 4 Year Self-Help Support with Rights to New Versions; support delivery level decreases over time
Support Delivery	GSD uncertain about whether or not support should be provided for older versions of products	GSD knows the time lines for support of all major and minor versions of products Support delivery level decreases over time
Announcement about obsolescence time line	Obsolescence of older versions is announced, and EOS dates are determined, when a newer version becomes available	EOS dates are set at time of GA (General Availability) of a product version
Implications for Product Managers	PMs must manage the time line associated with each product's release through the product's lifecycle	Support time periods and levels are pre-defined and can be managed with clarity
Implications for Customers	Lack of clarity around how long a particular product version will be supported	Clarity around support periods and support deliverables from when product version is introduced



Business Support Agreement

Business Support Agreement

<http://files.asset.microfocus.com/6785/en/6785.pdf>

Describes the support and maintenance services (“Support”), and the terms and conditions, under which Micro Focus will provide Support

9. Product Support Lifecycle

Upon general availability to customers, Software products enter Committed Support, which allows access to online self-service Support, Software Updates, technical Support, defect Support, and the ability to submit enhancement requests. Committed Support is either Time Based or Version Based.

Time Based: Committed Support will be provided for a designated minimum period of time. When a Software product exits the Committed Support period, it enters the Extended Support period. During this period, Customer may access previously released Software Updates, technical Support and Self-Help resources, but may no longer submit defect Support or enhancement requests. For selected Software products, “Extended Support Plus” may be purchased at an additional fee to Support for continued access to Severity Level 1 defect support and critical security Software Updates. See more information here: www.microfocus.com/support-and-services/extended-plus/. For Software Grp, following Committed and Extended Support, the product enters a minimum period of Self-Help Support with Rights To New Versions (“RTNV”). Product specific end dates for Committed Support, Extended Support and Self-Help Support with RTNV are published at softwaresupport.softwaregrp.com/web/softwaresupport/obsolescence-migrations. If Software Grp discontinues a product and no successor product is commercially available under Support, Software Grp will provide support for the minimum timeframes indicated in the Micro Focus Software Time Based Support Lifecycle Time Frames table: <https://softwaresupport.softwaregrp.com/web/softwaresupport/document/-/facetsearch/document/KM01510355>.

Version Based: Committed Support will be provided for the current and previous Minor versions of the current Major Version and the last Minor Version of the previous Major Version. Software Grp will support the last Minor Version of a Major Version (for example, 6.2) for either (i) twenty-four (24) months from the date when a new Major Version (for example, 7.0) becomes generally available or (ii) until the date when the next Major Version (for example, 8.0) becomes generally available, whichever occurs earlier. For Version Based products, when a Software product exits the Committed Support period, it enters the Self-Help Support period. During the Self-Help Support period, Customer may access online self-service resources and previously released Software Updates, but may no longer contact technical Support or submit product defect or enhancement requests. If Software Grp discontinues a product and does not make another Minor Version commercially available as an Update, Software Grp will provide full support for twenty-four (24) months from the date of the product's discontinuance notice.

See the link(s) below for all pertinent Product Support Lifecycle elements, and to understand which method is applicable for your Software.

For Software Grp: Review the details of the Product Support Lifecycle policy and Software product specific end dates here: softwaresupport.softwaregrp.com/web/softwaresupport/obsolescence-migrations. For all other Software: Review the details of the Product Support Lifecycle policy here: www.microfocus.com/support-and-services/product-support-lifecycle-policy/. View the Software product specific end dates here: www.microfocus.com/support-and-services/lifecycle/.

Software Product Lifecycle section on Software Support Online

<https://softwaresupport.softwaregrp.com/web/softwaresupport/obsolescence-migrations>

Software Product Lifecycle

The table below indicates the timeframes for Committed Support and the applicable following minimum periods for Extended Support and Self-Help Support with Rights To New Versions ("RTNV") for time based support lifecycle products, and for version based support lifecycle products, the minimum periods for Committed Support and Self-Help Support. Customers can use this information to plan, test, and deploy newer product versions. Should a customer choose to remain on said product or product version after the official End of Support date, all needed additional licenses, media, and hardcopy manuals must be ordered before the End-of-Support date. The primary communication method will be through **Software Support Online**, although Software Grp may choose to notify customers in writing or through electronic means.

Resources

- [Latest Software Support Policy \(excluding Security\)](#)
- [Latest Enterprise Security Products Software Support Policy](#)
- [Additional Information about Software Lifecycle Policy Guidelines](#)
- [Micro Focus Software Time Based Support Lifecycle Time Frames](#)
- [Go to Business Support Agreement](#)
- [Archived Product Lifecycle Information](#)

SSO Software Product Lifecycle pages are THE customer communication channel. If something is published here, we have legally communicated to customers. Sending an e-mail notification is an additional service.

Latest Announcements						
A - E						
F - N						
O - R						
S - Z						
Product Structure Changes						
Software	Released	End of Support notification	End of Committed Support	End of Extended support	End of Self-Help Support (with Rights to New Versions RTNV)	Time Based (TB) or Version Based (VB)

Customer communication

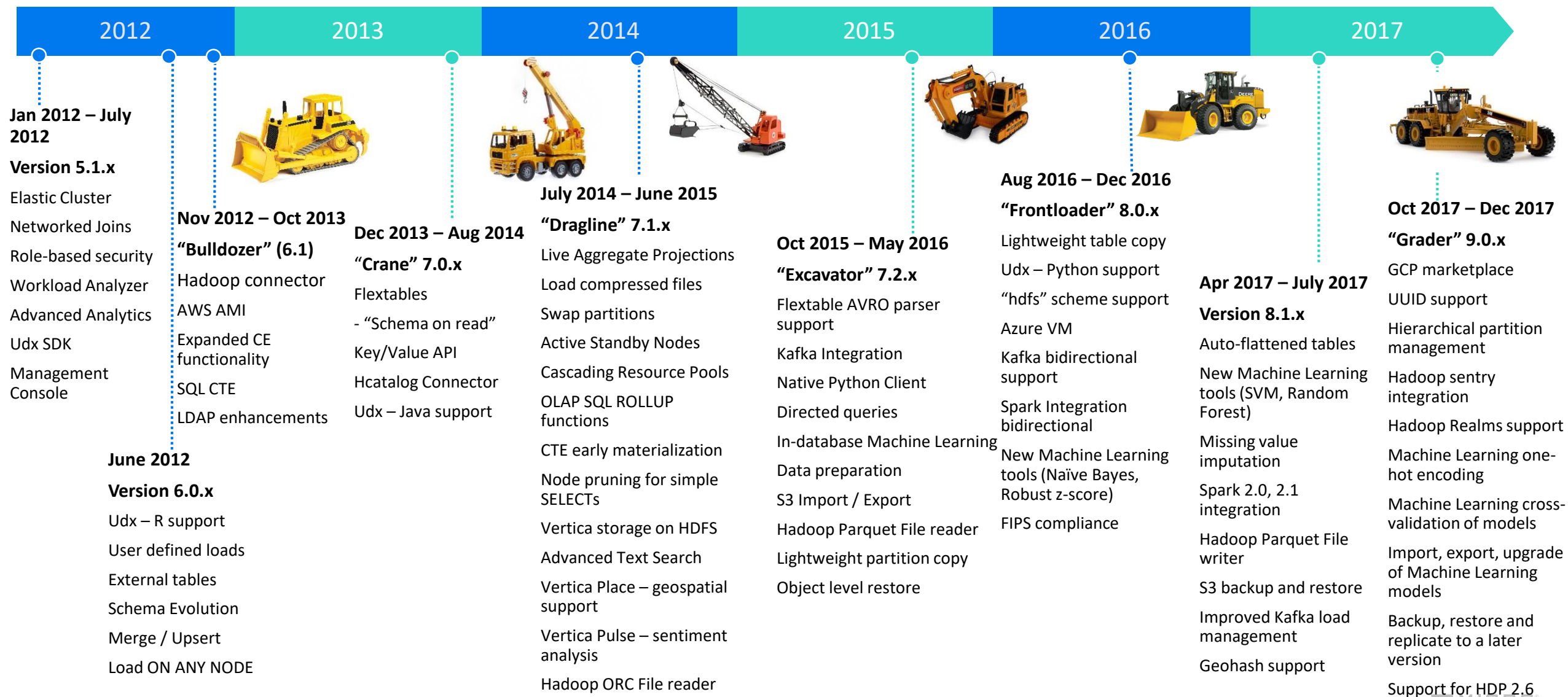
Activity	When	Where/How
Publish EOCS/EOES/EOSHS-RTNV dates	Shortly after GA date of a product/version	Software Product Lifecycle pages on SSO
End of Support reminders (EOCS approaching within ~ 12 months)	Twice a year: May and November	Email to customers (*)
If applicable: Publish a document with program specific content	When obsolete/migration is actively announced because of SKU changes	Document on SSO Email to customers
Additional information about Software Lifecycle Policy Guidelines	Available	https://softwaresupport.softwaregrp.com/web/softwaresupport/document/-/facetsearch/document/KM02966156

(*) Japan handles any communication to Japanese customers; all translated into Japanese

Questions?



Vertica Journey; 2012 onwards





Thank You!