

PRODUCT LIFECYCLE POLICY

Infor VISUAL

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Introduction

The Infor® Product Lifecycle Policy is an explanatory communication which offers customers information regarding Support and Maintenance of Infor solutions. The policy has been developed to proactively communicate the Support and Maintenance components available in the three stages of the Infor Product Lifecycle, the expected dates for certain major releases, and to provide visibility into what customers can expect from Infor Support and Maintenance at each stage of the applicable product lifecycle. The policy is also designed to provide our customers with release information, so they can plan their upgrade initiatives accordingly.

Please reach out to your sales executive, subscription services manager, or Infor partner if you have any questions. And when you are ready to discuss your move to the most-recent release of your solution, on-premises or in the cloud, we welcome the opportunity to show you how we have helped customers make the transition.

Definitions of Maintenance categories

There are three applicable stages of Maintenance during the product life cycle of a particular release: Mainstream Maintenance, Extended Maintenance, and Sustaining Maintenance.

Mainstream Maintenance

This is the most robust and complete level of Maintenance available.

Mainstream Maintenance is available for every version of an applicable software product for a period of years following the date of its release. When Infor has determined an end date for Mainstream Maintenance for a particular software version, it will include such details in an updated version of the applicable product-specific product lifecycle policy, and Infor will typically provide notice of such maintenance end date more than one (1) year in advance.

We encourage customers to upgrade to the new version in a reasonably timely manner so that they may continually receive the benefit of Mainstream Maintenance, which we believe can not only help to reduce day-to-day business risk but can also help increase business productivity through adoption of new functionality and enhancements. However, we know that for some customers, regular upgrades may be impractical. To support customers who do not always keep up with the latest versions, we offer two levels of Maintenance following the expiration of Mainstream Maintenance for a product version.

Extended Maintenance

When available and for an additional fee, Extended Maintenance may be purchased by customers following expiration of Mainstream Maintenance for a product version. As reflected in the table below, Extended Maintenance includes many of the benefits of Mainstream Maintenance but excludes updates and fixes, except as necessary to help resolve Severity 1 (S1) incidents.

Sustaining Maintenance

Sustaining Maintenance will continue to be made available, for a period of time to be determined by Infor, following expiration of Extended Maintenance for a product release, and Sustaining Maintenance may require payment of an additional fee, in Infor's sole discretion. As reflected in the table below, Sustaining Maintenance includes some of the benefits of Mainstream Maintenance and Extended Maintenance, but excludes, among other features, any new updates and fixes.

Overview of Mainstream, Extended, and Sustaining Maintenance services*

The information in the following table provides an overview of the services included in the three Maintenance categories:

SUMMARY OF COMPONENTS	MAINSTREAM MAINTENANCE	EXTENDED MAINTENANCE	SUSTAINING MAINTENANCE
Access to new major releases	●	●	●
Access to the Infor Support Portal	●	●	●
Access to the Infor Support staff	●	●	●
Updates and fixes	●	●	●
Updates and fixes	●	P1-critical	Pre-existing only
Localizations—tax, legal, and regulatory enhancements /updates**	●		
Certification with new versions for existing third-party products	●		

* If there are any discrepancies between this summary/overview and Maintenance Table, the information in the Maintenance Table controls the level of Support provided by Infor.

**Localizations may include:

- Language translations
- Functional changes to adapt software for a particular country
- Regulatory/statutory changes

The decision as to which regulatory and statutory requirement updates will be included in Infor's products, will be determined by Infor at its sole discretion. Infor shall also solely determine which language translations to offer, if any, and when and if software will be updated to reflect adaptations for a particular country.

Maintenance service fees, Transitional Support, and product classification

Premiums/fees

- Extended and Sustaining Maintenance premiums are in addition to normal annual adjustments to standard Maintenance pricing.
- Premiums will be calculated according to identified dates that may or may not coincide with the customer's annual maintenance plan. Such premiums are nonrefundable, even if customer elects not to renew Maintenance.
- When possible, Infor will attempt to notify customers of the premium percentage (i.e., the applicable percentage increase to Mainstream Maintenance pricing) 12 months prior to their annual maintenance renewal date.
- In its sole discretion, Infor may offer additional or custom features to its Extended or Sustaining Maintenance offerings for an additional fee.
- Customer annual Maintenance fee increases may be prorated based on the Product Lifecycle Policy and the Infor product version in use by the customer at the time of annual invoicing.

Transitional Support

Infor may offer "Transitional Support" to a customer who is transitioning from an existing on-premises license (an "Existing License") to another subscription (cloud) or on-premises product offering (a "New Offering"). In this circumstance, provided the customer has an active subscription or Maintenance agreement for the New Offering, Infor may provide Transitional Support for the Existing License for a temporary period (no longer than 18 months) for a reduced fee. Transitional Support is not available unless documented in a written agreement between Infor and customer.

While the Existing License is subject to Transitional Support, the customer will continue to have access to the Infor Support Portal and Infor Support Staff, as well as product fixes (based on the applicable category of Maintenance) for the Existing License, but the customer will not be able to receive upgrades or enhancements to the Existing License. Depending on the Maintenance category in which the Existing License falls, tax and regulatory updates may also be available for an additional fee under Transitional Support.

Product classification

- The product table set forth below provides guidance as to which products are included in the Infor VISUAL® and VISUAL Extension product categories.
- Please refer to the section of this Product Lifecycle Policy that applies to the VISUAL products you have deployed.
- If you have licensed products that fall into a variety of these classifications, please refer to the tables specific such products to determine which lifecycle dates apply to each product set.
- Information concerning product compatibility is available in the VISUAL area of the Infor Support Portal, and in the Online Compatibility Matrix, also available on the Infor Support Portal.
- While product lifecycle dates are taken into consideration when determining compatibility, maintaining a minimum feature or service pack/solution level may be required in order to be eligible for certain Maintenance plans.

The following table outlines the product groups that are covered by the different sections of this Product Lifecycle Policy:

PRODUCTS	DEFINITION
Infor VISUAL ERP	The Infor VISUAL ERP application version support schedule, specified below, covers all VISUAL applications and technology products that are licensed as modules within the core VISUAL ERP solution.
Infor VISUAL Global Financials	The Infor VISUAL Global Financials application version support schedule, specified below, covers all applications and technology products that are licensed as modules within the core VISUAL Global Financials solution.
Infor Quality Management	The Infor Quality Management (IQM) application version support schedule, specified below which including its predecessor VISUAL Quality (VQ), covers all applications and technology products that are licensed as modules within the core IQM or VISUAL Quality solution.
Infor VISUAL Jobshop	The Infor VISUAL Jobshop application version support schedule, specified below, covers all applications and technology products that are licensed as modules within the core VISUAL Jobshop solution.

Maintenance categories

MAINTENANCE CATEGORY	DURATION	PRODUCT FIXES	THIRD PARTY CERTIFCATIONS	ACCESS TO SUPPORT RESOURCES	MAINTENANCE PRICING
Mainstream Maintenance	General Availability date of replacement version plus a minimum of 3 additional years; Mainstream Maintenance will be available for a minimum of 4 years	Priority 1 (critical) and Priority 2 (high) fixes, updates, regulatory and statutory enhancements for released localizations of the product, as determined by Infor. Priority 3 (medium) fixes are provided in future versions at Infor's discretion.	Yes	Access to Infor Support Portal and support staff	Standard Maintenance pricing
Extended Maintenance	End of Mainstream Maintenance + two (2) additional years	Priority 1 (critical) only; regulatory updates will be included at Infor's discretion; no regulatory enhancements will be done; no new updates; a minimum service pack may be required	No	Access to Infor Support Portal and support staff	Standard Maintenance pricing plus 20% premium unless otherwise determined by Infor.
Sustaining Maintenance	Available at Infor's discretion following the end of Extended Maintenance	Access to pre- existing fixes only; no new product fixes, updates, or regulatory enhancements Products will be made available for download or delivery solely in Infor's discretion	No	Access to Infor Support Portal and support staff	Standard Maintenance pricing plus a premium, at Infor's discretion.

Frequency of Infor VISUAL ERP releases

- Major versions of Infor VISUAL ERP will occur approximately every three (3) years, although Infor reserves the right to make new major versions generally available as it deems appropriate. New versions are driven by a mix of Infor strategy, a cyclical internal initiative to consolidate fixes and enhancements, and the need to ship major new database schema changes supporting new functional or technical capabilities.
- Minor releases to the current major version will be released on an annual basis until the next major version enters general availability. Minor releases focus on customer driven enhancements, expanded features to new functionality delivered as part of the prior major version, and a cyclical internal initiative to consolidate hot fixes and service packs since prior release.
- Maintenance or service packs will be released on a periodic basis during Mainstream Maintenance, aggregating all hot fixes and prior service packs into a now current service pack. The purpose of these cumulative service packs is to simplify the download and installation of all available hot fixes and service packs. The timing and content of these service packs is entirely at Infor's discretion.

Infor VISUAL ERP product support schedule

PRODUCT VERSION	GENERAL AVAILABILITY (GA)	END OF MAINSTREAM MAINTENANCE	END OF EXTENDED MAINTENANCE	END OF SUSTAINING MAINTENANCE	EXTENDED FEE	SUSTAINING FEE
Infor VISUAL 10.0.0	Dec 14, 2020	To be determined	To be determined	To be determined	Standard rate	Mainstream rate
Infor VISUAL 9.0.8	May 19, (9.0.0) 2017	Dec 31, 2024	Dec 31, 2026	To be determined	Standard rate	Mainstream rate
Infor VISUAL 8.0.0	Aug 25, 2015	March 31, 2021	March 31, 2023	To be determined	Standard rate	Mainstream rate
Infor VISUAL 7.1.x	May 22, 2012	Dec 31, 2017	Not available	To be determined	Not available	Mainstream rate
Infor VISUAL 7.0.0	Jan 14, 2011	Dec 31, 2017	Not available	To be determined	Not available	Mainstream rate
Infor VISUAL 6.5.x	Jan 2, 2006	April 30, 2014	Not available	To be determined	Not available	Mainstream rate
Infor VISUAL 6.1.x—6.4.1	Feb 8, 2000	Jan 2, 2006	Not available	To be determined	Not available	Mainstream rate

NOTE: Currently available minor releases and service packs must be applied to receive new hot fixes for a major version unless otherwise determined by Infor.

Infor VISUAL Global Financials product support schedule

PRODUCT VERSION	GENERAL AVAILABILITY (GA)	END OF MAINSTREAM MAINTENANCE	END OF EXTENDED MAINTENANCE	END OF SUSTAINING MAINTENANCE	EXTENDED FEE	SUSTAINING FEE
Infor VISUAL Global 9.0.x.x*	April 15, 2022	To be determined	To be determined	To be determined	Standard rate	Mainstream rate
Infor VISUAL Global 8.1.x*	Feb 9, 2016	April 15, 2022	Not Available	To be determined	Standard rate	Mainstream rate
Infor VISUAL Global 7.4.x*	Mar 7, 2014	Feb 9, 2016	Not available	To be determined	Not available	Mainstream rate
Infor VISUAL Global 7.2.x*	June 30, 2008	March 7, 2014	Not available	To be determined	Not available	Mainstream rate

*The lifecycle duration of a major version begins with the general availability (GA) date of the major version and ends with the last patch / build release for that version. Fixes to defects and enhancements are always applied to the current patch level within the major version for both Mainstream or Extended Maintenance policies. Customers must apply the current patch to obtain a fix for the major version of the solution. Hotfixes will be made available at a previous patch level solely at Infor's discretion.

Infor Quality Management product support schedule

PRODUCT VERSION	GENERAL AVAILABILITY (GA)*	END OF MAINSTREAM MAINTENANCE	END OF EXTENDED MAINTENANCE	END OF SUSTAINING MAINTENANCE	EXTENDED FEE	SUSTAINING FEE
IQM 10.22.5.x**	June 17, 2022	To be determined	To be determined	To be determined	To be determined	Mainstream rate
IQM 10.19.9.x**	Mar 27, 2020	June 17, 2022	Not available	To be determined	To be determined	Mainstream rate
IQM 10.5.0.x	Oct 30, 2018	Dec 31, 2020	Not available	To be determined	Not available	Mainstream rate
IQM 9.2.0	May 15, 2018	Oct 30, 2018	Not available	To be determined	Not available	Mainstream rate
IQM 9.1.0	Dec 15, 2017	May 15, 2018	Not available	To be determined	Not available	Mainstream rate
IQM 9.0.0	May 19, 2017	Dec 15, 2017	Not available	To be determined	Not available	Mainstream rate
IQM 8.1.0	Aug 9, 2016	May 19, 2017	Not available	To be determined	Not available	Mainstream rate
IQM 8.0.0	April 29, 2014	Aug 9, 2016	Not available	To be determined	Not available	Mainstream rate
VQ 7.1.0	Nov 8, 2012	Dec 31, 2017	Not available	To be determined	Not available	Mainstream rate
VQ 7.0.0	Mar 5, 2012	Dec 31, 2017	Not available	To be determined	Not available	Mainstream rate
VQ 6.5.1	Sep 30, 2009	April 30, 2014	Not available	To be determined	Not available	Mainstream rate

* The lifecycle duration of a major version begins with the general availability (GA) date of the major version and ends with the last patch release for that version. Fixes to defects and enhancements are always applied to the current patch level within the major version for both Mainstream or Extended Maintenance policies. Customers must apply the current patch to obtain a fix for the major version of the solution.

** Version 10.19.9.x is the maintenance version for version 10.5.0. The solution was renumbered to indicate both the VISUAL and Mongoose version. Digit 1 (10) is the VISUAL major version indicator. The second and third digits (19.9) indicate the Mongoose version, with the fourth digit being the IQM maintenance patch level.

Infor VISUAL Jobshop product support schedule

PRODUCT VERSION	GENERAL AVAILABILITY (GA)*	END OF MAINSTREAM MAINTENANCE	END OF EXTENDED MAINTENANCE	END OF SUSTAINING MAINTENANCE	EXTENDED FEE	SUSTAINING FEE
VISUAL Jobshop 6.1.x	May 8, 2020	Dec 31, 2020	May 31, 2021	To be determined	Mainstream Rate	Mainstream rate
VISUAL Jobshop 6.0.x	July 5, 2018	Dec 31, 2020	Not available	To be determined	Not available	Mainstream rate
VISUAL Jobshop 5.8.x	Jan 1, 2017	Dec 31, 2019	Not available	To be determined	Not available	Mainstream rate
VISUAL Jobshop 5.7.x	Dec 1, 2014	Sep 1, 2018	Not available	To be determined	Not available	Mainstream rate
VISUAL Jobshop 5.6.x	July 15, 2013	June 1, 2018	Not available	To be determined	Not available	Mainstream rate
VISUAL Jobshop 5.5.x	Mar 20, 2012	June 1, 2018	Not available	To be determined	Not available	Mainstream rate
VISUAL Jobshop 5.4.x	April 2, 2010	June 1, 2018	Not available	To be determined	Not available	Mainstream rate

*The lifecycle duration of a major version begins with the general availability (GA) date of the major version and ends with the last minor or maintenance patch release for that version. Fixes to defects are always applied to the current patch level within the major version for both Mainstream or Extended Maintenance policies. Customers must upgrade to the current patch to obtain a fix for the major version of the solution. All Maintenance Support levels for VISUAL Jobshop is for product updates only. Phone support is only available through local channel partners as outlined in the software license agreement.

Infor VISUAL localizations

Infor provides Mainstream Maintenance for the Infor VISUAL Suite of products as defined in the Support Schedules above. However, for the Infor VISUAL releases under Mainstream Maintenance, not all related Infor VISUAL localizations are supported.

In the below table, a "•" indicates that the specific Infor VISUAL release and the related Infor VISUAL localization release for the designated country is supported for such VISUAL version, in accordance with the Infor VISUAL Localization Support Infor makes available to customers in the normal course of its business.

COUNTRY	VISUAL ERP 10.0.0	VISUAL ERP 9.0.8	VISUAL GLOBAL 8.1	IQM 10.19.9.3X	VISUAL JOBSHOP 6.1
Argentina		•		•	
Australia		•	•	•	•
Brazil		•		•	
Canada	•	•	•	•	•
Chile		•		•	
China		•		•	
Columbia		•		•	
Costa Rica		•	•	•	
Czech Republic		•			
El Salvador		•	•	•	
French-Canadian		•			
Guatemala		•	•	•	
Honduras		•	•	•	

COUNTRY	VISUAL ERP 10.0.0	VISUAL ERP 9.0.8	VISUAL GLOBAL 8.1	IQM 10.19.9.3X	VISUAL JOBSHOP 6.1
Italy		•		•	
Mexico		•		•	
Netherlands		•			
Nicaragua		•	•	•	
Peru		•		•	
Singapore	•	•		•	•
South Africa	•	•	•	•	•
United Kingdom	•	•	•	•	•
Uruguay	•	•		•	
USA	•	•	•	•	•
Venezuela		•		•	

Legal note

The objective of this Infor VISUAL Product Lifecycle Policy (the “Product Lifecycle Policy”) is to describe the stages of Maintenance and Support, and expected duration of each stage, that will typically apply during the product lifecycle of the Infor VISUAL product. This Product Lifecycle Policy is not a contractual document or commitment of any kind, and Infor may change, or deviate from, this Product Lifecycle Policy in its sole discretion without notice.

This Product Lifecycle Policy covers on-premises software products that are developed and made generally available by Infor. The Product Lifecycle Policy does not cover subscription products or products provided by Infor Consulting Services (ICS), Infor partners or other third parties.

In addition, certain products in the applicable Infor VISUAL product set may be used as templates or start packs. These “non-maintenance” products are not eligible for standard maintenance and are not covered by this Product Lifecycle Policy.

For clarity, the terms “Support.” “Maintenance,” and “Maintenance and Support” are used interchangeably in this Product Lifecycle Policy and all refer to Infor’s standard maintenance and support offering. Capitalized terms not defined herein shall have the meanings set forth in the Support Operations Handbook.

Current version of this document is available on the Infor Support Knowledgebase # 1116381.

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