QPR Product Life Cycle and Customer Care Program

Status: Accepted
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Products: QPR ProcessDesigner, QPR EnterpriseArchitect, QPR Metrics, QPR ProcessAnalyzer

1 Overview

This document applies only to standard Products listed above, not to any other products. Specifically, custom development such as portal customizations, customized reports, and customer specific dashboard configurations are excluded from the scope and subject to customer and project specific agreements.

QPR products are continuously developed to increase the benefits for QPR customers, make implementation, usage and maintenance of the software more efficient and resolve product issues. QPR strongly recommends customers to begin new projects with the Active (most current) release of the QPR product and upgrade existing projects and installations as soon as possible.

Each product release moves through a certain life cycle. It is important for customers to understand the level of support that will be provided at each phase in this life cycle. This policy outlines the types of support available at different phases of the product life cycle.

This QPR product life cycle policy is designed to protect a customer's investment in QPR software products and provide information to customers that will give guidance in upgrade and deployment decisions. This policy will be applied for all future releases until further notice. QPR Software reserves the right to change the product life cycle policy for future releases at any time.

2 Life cycle phases

The technical support and product maintenance offerings vary somewhat through the different product life cycle phases. The four phases in QPR product life cycle are:

1. **Active.** The Active phase begins when the product becomes generally available for sale. General availability is announced on product wiki pages (under wiki.onqpr.com) and in press releases. During the Active phase, products enjoy the highest level of technical support and product maintenance. Out-of-cadence hotfix releases are made during the Active phase when deemed necessary by QPR. The product transitions from Active phase to Mature phase, when a newer Product release enters the Active phase.

2. **Mature**. The Product is available only on a limited basis. The level of technical support provided is the same as in the Active phase, but new Product maintenance releases are no longer provided. Hotfixes will be provided to resolve critical issues when deemed necessary by QPR. The Product transitions from Mature phase to Retired phase, when a newer Product release enters the Mature phase. However, there is a Product specific grace period from the original release to the transition to Retired phase.

3. **Retired**. Product maintenance is very limited. The level of technical support provided is the same as in the Active phase, but hotfixes are no longer available, and only workaround type of resolutions to Product issues are given. The Retired phase gives you some time before End-of-Life to plan an orderly transition to a newer release that is best for you. There is a Product specific grace period from the original release to the transition to End-of-life phase.

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4. **End-of-Life.** Once a Product has reached this phase, you may continue to use the Product within the terms of the Product license agreement, but the support options are very limited. No technical support or Product maintenance service is available for releases that have reached End-of-Life phase.

Phase	Technical Support	Product Maintenance
Active	Respond to all requests according to the level of QPR maintenance and support agreement.	Maintenance releases fixing issues reported by customers issued when deemed necessary by QPR. Hotfixes delivered to *critical issues* reported by customers issued when deemed necessary by QPR.
Mature	Respond to all requests according to the level of QPR maintenance and support agreement.	Hotfixes delivered to *critical issues* reported by customers when deemed necessary by QPR.
Retired	Respond to all requests according to the level of QPR maintenance and support agreement.	No maintenance releases or hotfixes.
End-of-Life	Support not available.	No maintenance releases or hotfixes.

A *critical issue* is defined as follows:

- Data loss in more than one user transaction
- Data loss without notifying user
- Database corruption or model/project cannot be opened
- Security risk regarding unauthorized access to data without special hacking skills
- Loss of key feature
- Continuous or continuously recurrent unavailability of the system

3 Release types and identification

QPR Software has the following types of releases identified using release identifiers of the form A.B.C.D:

- **A.B** identifies a **Feature Release** (e.g. QPR EnterpriseArchitect **2026.1**), which introduces new features and improvements of existing features. **A** stands for the release year and **B** for a feature release sequence number within that year.
- For QPR ProcessAnalyzer:
  - an additional **Maintenance release** is differentiated from the original one by its build number.
- For all other products:
  - **C** identifies the maintenance release version (e.g. QPR EnterpriseArchitect 2026.1.**1**). Maintenance releases do not require a separate database migration. **C** stands for the maintenance release sequence number within the feature release. Value 0 means the feature release and greater than 0 a maintenance release.
  - **D** identifies a particular software build.

4 Grace periods for life cycle phase transitions

The grace periods for life cycle phase transitions given below are applicable for Products that are in normal continuous development mode. Grace periods for Products that are discontinued are announced together with the discontinuation decision.

4.1 QPR Metrics, QPR EnterpriseArchitect, and QPR ProcessDesigner

- Product release will not enter Retired phase before 24 months have passed since the Product release entered the Active phase.
- Product release will not enter End-of-Life phase before 5 years have passed since the Product release entered the Active phase.

4.2 QPR ProcessAnalyzer

- Product release will not enter Retired phase before 12 months have passed since the Product release entered the Active phase.
- Product release will not enter End-of-Life phase before 18 months have passed since the Product version entered the Active phase.

4.3 Software as a service life cycle

Customer has an option to purchase some Products with a software as a service delivery model. Unless otherwise agreed, QPR will upgrade the Product to the latest version as soon as it is technically beneficial for the users of that particular Product instance. QPR typically keeps 1-2 older releases of the Product available.

5 QPR Customer Care Program

QPR is committed to delivering the tools and resources customers need to achieve long-term success with their QPR implementation. Our comprehensive Customer Care Program delivers maintenance, support, and Product updates to customers and partners. The services are available to all customers and partners with a valid QPR Software Maintenance and Support Agreement in the following general categories.

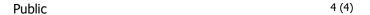## 5.1 Technical Support – QPR Customer Care

QPR Customer Care provides support that allows our customers and partners to fully utilize QPR software products and achieve performance excellence. The QPR customer care team works in close co-operation with QPR product development and consultants to provide solutions to questions regarding e.g. deployment and use of the product, as well as general troubleshooting to isolate potential causes and perform issue resolution (usually through workarounds). We aim to solve your support requests quickly and accurately.

To ensure timely responses, all incoming requests are managed, controlled and tracked automatically. Each request is assigned an Incident Ticket number which is used as a reference in all correspondence. A confirmation note with the ticket number is sent automatically to the sender of an email or online request. Delayed requests are automatically escalated, finally if needed, to QPR management. As a maintenance customer, you are allowed to make an unlimited amount of customer care requests.

5.2 QPR Online Resources

Find everything you need to know about QPR products and solutions in one place.

- Watch the latest QPR webinars
- Log in to QPR Learning platform
- Read interesting blogs written by industry professionals
- Access online QPR product documentation and knowledge bases
  https://www.qpr.com/resources

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5.3 QPR Product Maintenance

QPR Product Maintenance involves Product modifications to resolve issues, and Product fixes to resolve failures. Modifications and fixes are made available at no additional cost as maintenance releases and hotfixes to all QPR Customers with a valid maintenance agreement as per the conditions stated in QPR End User License Agreement and this Policy.

6 Local Support by QPR Partners

QPR delivers solutions and services together with an extensive network of talented partners in over 50 countries worldwide. Please contact your local reseller for full details of possible additional support and services available to you.

7 Contact Us

QPR Customer Care can be reached by email, phone or through QPR Support Portal

- Email: customercare@qpr.com
- Phone: +358 290 001 155
- QPR Support Portal: https://support.qpr.com

QPR Customer Care's business hours are from Monday till Friday from 8:00 am to 17:00 pm EET (Eastern European Time).
QPR Customer Care is closed on certain public holidays. If you are unable to reach Customer Care by phone during these hours, please submit a request via email or through QPR Support Portal.

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