

# BeyondTrust End of Life Policy

## Introduction

This document summarizes the policy across all products and services for continued development, maintenance, and support, plus the decisions and processes in place that govern the end of sale and end of life for product lines.

*This document does not cover the end-of-support of specific versions of a product line. For information on end-of-support dates for a given product/version, see [www.beyondtrust.com/docs/eol](http://www.beyondtrust.com/docs/eol).*

## Determining End of Sale

The life of a product or service is determined by a number of different factors, and a decision to end of sale and/or end-of-life may be based on any combination of the following:

Market demand	A sufficient reduction in the demand for a product or service may result in the product or service no longer generating enough revenue to cover the cost of maintaining and supporting it.
Market viability	The product may belong to a market that is no longer a viable market for BeyondTrust. This may be due to market problems no longer existing, or a shift in approach to solving a market problem.
Technical viability	The product is no longer able to solve the primary market problems, due to technology shifts. Examples of this may be architectural changes in operating systems and platforms, or product dependencies on deprecated or end-of-life technologies.
Obsolescence	The product has been superseded by a newer, more viable product.

*This end-of-life policy only applies to product and service end-of-life announcements made on or after 1st February 2020.*



## General End-of-Life Process



1. Where feasible, BeyondTrust will provide 3 months advance notification to customers on the end of sale of a product or service. All customers with active maintenance contracts for the affected product or service will be notified via our customer portal. Announcements will be historically documented at [www.beyondtrust.com/docs/eol](http://www.beyondtrust.com/docs/eol).
2. Once the end of sale date is reached, the product or service will no longer be available for purchase to new customers, however existing customers are able to purchase additional licenses, until the end-of-renewal date.

Unless otherwise stated on the announcement, this will be a period of 6 months from the end of sale date until the end-of-renewal date.

3. Once the end-of-renewal date is reached, the product or service will no longer be available for additional license sales, or contract/maintenance renewals. Any contract or maintenance renewals purchased prior to this date will be limited to the end-of-life date.

Unless otherwise stated on the announcement, this will be a period of 12 months from the end-of-renewal date until the end-of-life date.

4. Once the end-of-life date is reached, the product or service will no longer be provided any support offerings.

## Customer Notification Guidelines

Standard policy for notifying customers of end of sale, end of life communications is as follows:

- First notice: At the time of end of sale
- Second notice: 8 weeks following first notice
- Follow-up notices: 1 per quarter till the end of life
- Last notice: At the time of end of life

Customers who have opted-out of marketing communications will still receive EOS/EOL notices. These notices will come from [productupdates@beyondtrust.com](mailto:productupdates@beyondtrust.com).

## Announcements

Product/Service	Status	End of Sale	End of Renewal	End of Life
BeyondSaS (Web)	<b>END OF LIFE</b>	26 Mar 2019	By Case	10 May 2019
BeyondSaaS (Perimeter/Internal)	<b>END OF LIFE</b>	26 Mar 2019	By Case	31 Dec 2019
PowerBroker EPP	END OF RENEWAL	7 Mar 2019	By Case	31 Jan 2020
PowerBroker for Databases	END OF RENEWAL	3 Dec 2019	By Case	31 Jan 2020
UVM 2008/2008R2	END OF RENEWAL	31 Dec 2016	By Case	31 Jan 2020
PowerBroker for Mac	END OF RENEWAL	6 Dec 2019	20 Jan 2020	1 Sep 2020
Retina / VMS (EVM)	END OF SALE	31 Dec 2019	30 Jun 2020	31 Dec 2020
PowerBroker Auditor	END OF RENEWAL	31 Dec 2019	31 Dec 2019	31 Dec 2020
Privileged Identity	END OF SALE	31 Dec 2019	N/A	N/A
PowerBroker for Windows	END OF SALE	31 Mar 2019	31 Dec 2021	31 Dec 2022

## About BeyondTrust

BeyondTrust is the worldwide leader in Privileged Access Management (PAM), empowering organizations to secure and manage their entire universe of privileges. Our integrated products and platform offer the industry's most advanced PAM solution, enabling organizations to quickly shrink their attack surface across traditional, cloud and hybrid environments.

The BeyondTrust Universal Privilege Management approach secures and protects privileges across passwords, endpoints, and access, giving organizations the visibility and control they need to reduce risk, achieve compliance, and boost operational performance. Our products enable the right level of privileges for just the time needed, creating a frictionless experience for users that enhances productivity.

With a heritage of innovation and a staunch commitment to customers, BeyondTrust solutions are easy to deploy, manage, and scale as businesses evolve. We are trusted by 20,000 customers, including 70 percent of the Fortune 500, and a global partner network. Learn more at [www.beyondtrust.com](http://www.beyondtrust.com).