

Bizagi End of Support (EOS) Policy

In today's business environment, security, privacy, and compliance are essential. Bizagi is committed to ensuring that our services meet and exceed these standards. As a result, we periodically end support for older software versions to enhance security, performance, and compliance.

Security: Each new release includes security updates that address known vulnerabilities and evolving threats. Once a version reaches End-of-Support (EOS), it will no longer receive these security patches, leaving your system exposed to potential risks.

Performance: Our latest versions contain enhancements that improve system performance and reliability. Unsupported versions may experience suboptimal performance, leading to potential system instability and inefficiencies.

Compliance: Bizagi's software is continuously updated to meet changing regulatory requirements and industry standards. Unsupported versions may fall out of compliance, posing a risk of non-compliance for your business.

Patch Management: After a version reaches EOS, no further bug fixes, performance updates, or other patches will be provided, which may affect system functionality and security.

Staying current with our software versions is essential. By upgrading to the latest version, your business can take advantage of improved features, heightened security, better performance, and ongoing compliance with industry standards. Upgrading ensures you remain on a supported platform that keeps your operations secure and efficient.

This policy outlines Bizagi's End-of-Support (EOS) process for outdated versions of Bizagi Automation Platform.

All capitalized terms in this policy are defined in our Master Cloud Services Agreement.

1. End-of-Support (EOS) Timeline and Service Impacts

Bizagi provides maintenance and support for each Version Release of the Cloud Services for 18 months from the date of its commercial release (General Availability).

After this period, the version reaches its End-of-Support (EOS) date, meaning it will no longer receive patches, updates, or technical support. To maintain business continuity and meet SLA commitments, customers must upgrade to a supported version before the EOS date.

Grace Period: In exceptional cases, Bizagi may offer a grace period of up to 6 months beyond the EOS date. During this time, limited support to ensure business continuity will be provided, and the customer must commit to upgrading to a supported version. After the grace period, customers must either upgrade or move to paid extended support.

To request a grace period, customers should contact their Account Executive (AE) or Customer Success Director (CSD). Requests will be reviewed case by case, with any granted extensions subject to further terms and a set timeframe.

2. Extended Support

If a customer cannot upgrade within the approved Grace Period, Bizagi may offer extended support services at rates defined upon reaching the EOS date. These extended support services provide limited technical assistance and, in some cases, patch management for a defined period. Extended support is subject to a separate agreement and additional fees. Bizagi reserves the right to assess each customer's situation individually when determining the cost and scope of extended support.

3. Customer Communication and Transition

Bizagi will notify customers via email 6-12 months before the EOS date to allow for planning and migration. This notice is for informational purposes only and does not create a contractual obligation. EOS dates are available at: [Bizagi Support Life Cycle](#).

To assist with the upgrade process, Bizagi offers documentation and upgrade sessions led by the Professional Services team, providing clear upgrade paths for customers to transition to newer versions.

4. Legal and Contractual Considerations

Customers continuing to use an EOS version assume responsibility for any legal liabilities associated with non-compliance, security breaches, or performance failures.

Bizagi's EOS policy is designed to protect your business by ensuring the use of up-to-date software that aligns with current security, performance, and compliance standards.

5. Custom Migration Assistance

For customers with complex or customized environments Bizagi offers Custom Migration Assistance. These services are available through a Statement of Work and will incur additional fees.

Our Professional Services team provides tailored migration support, including:

- Migration Planning: We assess your current system and create a custom migration plan.
- Hands-On Assistance: A dedicated team will support you through data migration, integration adjustments, and testing.
- Validation: After migration, we ensure your system performs optimally with post-migration checks.