FLEXEra

Service Life Data Pack

Reduce your maintenance costs and decrease the risk of security vulnerabilities from unsupported software

Benefits to Your Organization:

- Eliminate maintenance payments on End of Life applications
- Proactively define a software migration strategy with accurate and actionable software lifecycle data
- Avoid security risks around older applications that can no longer be patched
- Support application rationalization initiatives
- Improve operational efficiency

Today's enterprises use thousands of applications. Whether desktop productivity suites or datacenter based ERP solutions, managing the lifecycle of these applications is a challenging task. And all these applications run on computer systems that have their own product lifecycles.

The challenge of managing all the applications, middleware, operating systems and virtualization software used by organizations includes understanding the important Service Life dates. Service Life is the lifecycle of software products from development through the End of Life (EOL). These Service Life Dates are vital for you to know as they tell you when software vendors will discontinue support and updates, leaving you with risky unsupported software.

Service Life policies vary considerably by vendor and product. Many software vendors reduce support over a period of time with several intermediate steps – such as limited and extended support – before reaching End of Life status. For example, here is a typical software release lifecycle that illustrates the Service Life:

For all software that has passed its final support date as represented in the End of Life "red zone" in Figure 1, the software vendors:

- No longer consider enhancements or upgrades
- Do not provide security or functional patches
- No longer provide technical support

Understanding the End of Life dates for applications is a critical part of Software Asset Management (SAM) processes. Using unsupported software exposes a company to significant risks and challenges:

- Unsupported applications pose a security risk since they are no longer being patched
- EOL applications can be costly as organizations may be paying maintenance for software that is no longer being upgraded or supported by the vendor
- Older applications may not have an upgrade path for improvements and bug fixes
- Software that is no longer supported may cause compatibility issues that inhibit migration to newer operating systems and platforms

Product Version 1	Beta Release	GA Date	End of Sales	End of Support	End of Extended Support	End of Life		
Product Version 2	Beta Release	GA Date	End of Sales	End of Support	End of Extended Support	End of Life	
	Product Version 3	Beta Release	GA Date	End of Sales	End of Support	End of Extended Support	End of Life

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Figure 1: Software Support Lifecycle

Service Life Data Pack

The Service Life Data Pack delivers vital software Service Life information to IT Asset Managers, Datacenter Managers, Procurement Managers, and Security Professionals. **FlexNet Manager Suite for Enterprises** uses this data to provide a comprehensive and actionable view of the EOL software across the enterprise IT environment.

Service Life Data Pack provides data and ongoing updates for all of the critical software vendors, representing the majority of software used by enterprises.

Service Life Data Pack allows organizations to:

- Reduce costs by eliminating maintenance payments for end of life software
- Lessen security risks by identifying EOL software that should be removed from the environment
- Improve efficiency by quickly identifying software assets that have reached EOL status and driving rationalization and consolidation efforts that reduce the software footprint
- Improve productivity by eliminating manual research and documentation efforts for software support dates

In addition, Service Life Data Pack supports an organization's application packaging, deployment, and migration processes by enabling the Software Asset Management team to:

- Highlight applications or software versions that should be retired

- Notify the packaging team when an application has reached EOL status and proactively work with the application owner to package and deploy the supported version
- Effectively plan a software migration strategy by looking forward 12-24 months with accurate and actionable software Service Life data

Intelligent Solutions for Managing Enterprise Software

Service Life Data Pack is part of the broader Flexera research and software intelligence that helps you navigate the complexity of application risk, cost optimization, and license compliance.

Flexera intelligence covers most of the software available on the market:

- More than 200,000 price list normalized applications from more than 16,000 software vendors
- More than 1,200,000 Stock Keeping Units (SKUs)
- More than 22,000,000 open source components
- More than 400,000 Product Use Rights
- More than 220,000 vulnerabilities and over 20,000 products being monitored
- Over 150,000,000 data points!

Flexera software intelligence drives our FlexNet Manager Suite software asset management and license optimization solutions and Software Vulnerability Manager Security solution.
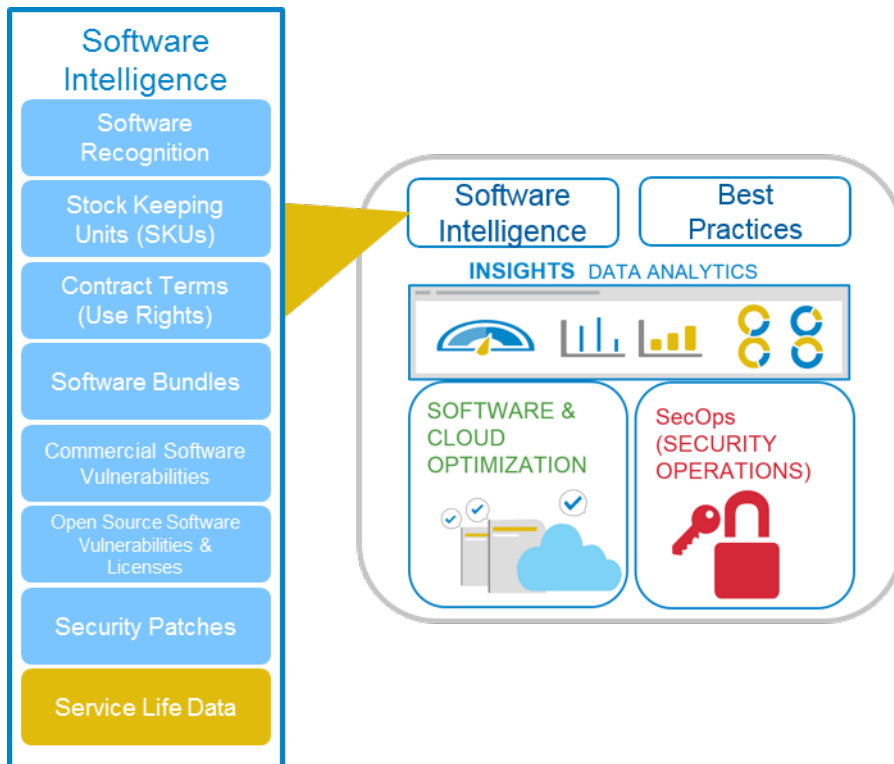

Figure 2: Flexera Research and Software Intelligence

Common definitions

Service Life – a software product's total release lifecycle

Beta Release – also known as "Start of Life" when a sampling of the intended customer base tests the product.

GA Date – when a product is officially released and is "generally available."

End of Sales – when the software publisher stops selling the product.

End of Support – the date the software publisher stops general support for a product.

End of Extended Support – end of the fee based extended support period that typically begins at the end of standard technical support. The product or version is nearing End of Life. There may be limited knowledgebase articles, patches or service packs.

End of Life – also known as End of Service Life (EOSL), the date when the software publisher no longer sells, sustains, or supports a product or application.

About Flexera

Flexera is reimagining the way software is bought, sold, managed and secured. We view the software industry as a supply chain, and make the business of buying and selling software more transparent, secure, and effective.
Our Monetization and Security solutions help software sellers transform their business models, grow recurring revenues and minimize open source risk. Our Vulnerability and Software Asset Management (SAM) solutions strip waste and unpredictability out of buying applications, helping companies purchase only the software and cloud services they need, manage what they have, and reduce license compliance and security risk. In business for 30+ years, our 1000+ employees are passionate about helping our 80,000+ customers generate millions in ROI every year.
Visit us at **www.flexera.com**.

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