Product Life Cycle Policy

As ClickSoftware continues to implement new products and services and upgrade technologies, we have implemented the following product life cycle policy to provide end-of-life deadlines that may require action on your part. This page provides clear and consistent guidelines for support services availability and allows our customers to plan and act on their support needs and prepare in advance for product upgrades to stay current with ClickSoftware technology. This page is relevant for all Service Optimization and Field Service Edge implementation types.

Support Lifecycle Definitions

We have broken the lifecycle down into the following three phases:

Primary Support

Provides comprehensive maintenance and software upgrades for your ClickSoftware products while you have an active maintenance and support contract. ClickSoftware's general policy is to offer primary support for a period which includes 2 years after the release date of the next major version.

Extended Support

Puts you in control of your ClickSoftware products upgrade strategy by providing additional support maintenance and upgrades for Service Optimization suite of products for an additional fee. See table below for what is covered.

Sustaining Support

Maximizes your investment protection by providing commercially reasonable efforts to support you as you continue to use your ClickSoftware products beyond the extended support end date. Bug fixes & security fixes are not provided. See table below for what is covered.

Table of Services Offered

The following table provides more detail on the services provided during each phase of the support life cycle:

Service	Primary Support	Extended Support	Sustaining Support
SLA governed support for technical issues			
Online access to the ClickAccess Customer Community including product and support resources (case tracking)			
Telephone hotline for problem reporting and guidance			
Product bug fixes (severity 1 and security fixes only) delivered on the latest patch for the major version listed.			
GIS data updates			
Upgrades including New features & bug fixes		N/A	N/A

Software End-of-Life Schedule

Note: Customers with an active support contract running on a version that has reached end-of-support dates listed below are still eligible to download & upgrade to a supported version of the Service Optimization product suite.

Product / Version	Date of General Availability (GA)	Primary Support end date	Extended Support end date	Sustaining Support end date	End-of-Life
Field Service Edge	January 1, 2016	Subscription based	N/A	N/A	N/A
Service Optimization 8.4	Cancelled	N/A	N/A	N/A	N/A

Service Optimization 8.3	December 29, 2014	May 1, 2021	December 31, 2023 [4] (see footnote 4)	Not Offered	December 31, 2023
Service Optimization 8.2	June 30, 2014	Retired (December 31, 2018)	Not Offered	December 31, 2020	December 31, 2020
Service Optimization 8.1	January 15, 2010	Retired (December 31, 2018)	Not Offered	December 31, 2020 *([7] minmum 8.1.10 patch 6)*	December 31, 2020
Service Optimization 7.5	January 15, 2005	Retired (August 17, 2011)	Retired (June 30, 2018)	Retired (June 30, 2019)	June 30, 2019
ClickWorkforce	N/A	December 31, 2019	Not Offered	Not Offered	December 31, 2019
FieldExpert	N/A	December 31, 2019	Not Offered	Not Offered	December 31, 2019
ClickMobile Classic	December 2007	July 8, 2019	Not Offered	July 8, 2020[5]	July 8, 2020
ClickAnalyze Insight	N/A	October 1, 2019	Not Offered	October 1, 2020[6]	October 1, 2020

Footnotes:

1. *Click Mobile Touch* customers on versions earlier than 8.3 (relevant versions are 8.1.9, 8.1.10 and 8.2) that those old versions will not be able to properly run on Android 7 (Nougat).
The main functional area that is impacted is the use of Attachments. This information is of course not relevant to Mobile Classic customers since that application runs on Windows only.
2. ClickSoftware may change previously published dates and/or change adherence to this policy at any time.
3. Extended support is relevant for Service Optimization V8.x Perpetual/On-Prem only. Field Service Edge customers with an active subscription are always up to date with the latest version and bug fixes.
4. Service Optimization 8.3 support requires that you are on the latest 8.3 Patch and running on the latest released version of Windows 10 with Internet Explorer 11 (and not other browsers) on the clients running Silverlight. See the following FAQ for more details.
5. *Cl*ckMobile Classic sustaining support will be provided based on 'as is' state of the current environment infrastructure only (i.e. Windows CE 3.5 and SQL Server 2008 R2).
6. ClickAnalyze Insight sustaining support will be provided based on 'as is' state of the current environment infrastructure only (see Certified Environments for ClickAnalyze)
7. Service Optimization 8.1 Extended Support requires you to be on a minimum of version 8.1.10 Patch 6 in order to work with a Microsoft supported Windows operating system. Please see article How To Make "Service Optimization" Work On Windows 2012 and 2016