Litera Product Lifecycle Policy

Litera is committed to driving innovation while ensuring the highest quality and performance of our products. Our Litera Product Lifecycle Policy is designed to provide a clear framework for the evolution and lifecycle management of our products. It establishes the guidelines for managing updates, enhancements, support, and discontinuation of products, ensuring that our customers receive the best possible service. We aim to balance continuous innovation with robust customer support, ensuring that our products consistently deliver value and meet our customers' ever-evolving needs.

As technologies evolve and customer needs change, this commitment may also result in the end-of-life and support of certain products. We recognize the importance of providing our customers with timely, transparent information on products throughout the product lifecycle, so transitional options may be discussed and evaluated far in advance of any product end-of-life.

This policy defines the sequence of stages in the product lifecycle as well as the levels of available support for products in each stage.

Table 1: Support Level by Lifecycle Stage

	Full Availability	End of Feature Development	End-of-Life and Support
Technical Support	Yes	Yes	No
New Features Added	Yes	No	No
Third-Party Certification	Yes	At Litera's discretion	No
Upgrade Assistance	Yes	At Litera's discretion	At Litera's discretion
Customization and Configuration	At Litera's discretion	At Litera's discretion	No
Bug Fixes	Yes	At Litera's discretion	No
Critical Security Fix	Yes	Yes	No

Full Availability

Full Availability is reserved for the most recently released version of a product and is the basis for new enhancements and future releases. As aligned to our communicated and contractual service-level agreements, products in this stage receive product enhancements and development on reported issues, as well as service monitoring and response (for hosted services). All Technical Support channels are available for products in this stage.

End of Feature Development

In the End of Feature Development stage, Litera maintains the product with security patches and critical fixes but does not develop any new features or enhancements. Service monitoring and response (for hosted services) as well as all Technical Support channels are still available for products in this stage until the product's End-of-Life (EOL) and Support date.

End-of-Life and Support

When a product reaches its EOL and Support date, it is retired and no longer maintained, monitored, or supported. Litera strives to provide no less than 12 months notice to customers in advance of a product's EOL and Support date. During this period, we strongly recommend that customers end use of the product and, if applicable, migrate to a product in Full Availability. While basic guidance may be offered at the Litera Customer Care team's discretion, Technical Support channels are no longer available.

Supported Versions

Software-as-a-service

The majority of our products are offered on a Software-as-a-Service (SaaS) basis. This means customers will automatically get the latest version of our SaaS products as soon as updates are available.

On-premises products

For products that are hosted on-premises by our customers, it is the customer's responsibility to upgrade to the latest version as soon as that version becomes available. We strongly recommend that customers upgrade as soon as possible to take advantage of the latest features, integrations, and bug fixes available for that product.

Support for prior versions

We provide full support for the latest versions of all products in Full Availability through our Litera Customer Care team, as defined in Table 1.

For on-premises products, at our discretion, we may provide Technical Support for the two prior major versions behind the latest version. We do not provide Technical Support for any version beyond the two prior versions. In addition, we do not provide new features, third party certifications, or bug fixes on any version other than the version in Full Availability. Please also note that prior versions may become incompatible with the latest third-party platform versions and integrations.

As such, it is critically important for on-premises customers to upgrade to the latest versions as soon as they are made available.

Lifecycle Status

Unless mentioned below, all licensed products are in Full Availability.

Table 2: Lifecycle Status by Product

EOL Product	End of Feature Development	End-of-Life and Support	Go-Forward Product
Litigate	December 31, 2023	February 28, 2025	N/A
Innova / Forte	December 31, 2024	December 31, 2024	Litera Create - Templates
Litera Secure File Transfer	December 31, 2023	December 31, 2024	Litera SecureShare
Ascera	December 31, 2022	May 3, 2024	CAM
Zone	December 31, 2022	May 3, 2024	PowerDesktop functionality
Desktop Import / Export (iManage 10.3)	December 31, 2022	May 3, 2024	PowerDesktop
Milan	January 13, 2023	May 3, 2024	CAM
Umbria	June 30, 2023	March 31, 2024	Clocktimizer /BigSquare

As of January 2024, the following products have reached End of Life & Support:

- Best Authority PPS
- CitationWare
- cleanDocs (all flavors)
- compareDocs (all flavors expect for compareDocs SDK)
- Docuble Essentials
- Docuble Templates
- MacPac
- MacPac Numbering
- Patent Companion
- SmartSend
- styleDocs
- veroDocs
- Workshare Compare
- Workshare Connect
- Workshare Detect Server
- Workshare Protect
- Workshare Protect Server
- Workshare Transact
- 3BClean

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