



TRANSFORM WITH INFOR LN

SUPPORT THROUGHOUT YOUR PRODUCT LIFECYCLE

infor

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Introduction

The Infor Product Lifecycle Policy is an explanatory communication which offers customers information regarding Support and Maintenance of Infor solutions. The policy has been developed to proactively communicate the Support and Maintenance components available in the three stages of the Infor Product Lifecycle, the expected dates for certain major releases, and to provides visibility into what customers can expect from Infor Support and Maintenance at each stage of the applicable product lifecycle. The policy is also designed to provide our customers with release information, so they can plan their upgrade initiatives accordingly.

Please reach out to your sales executive, subscription services manager or Infor partner if you have any questions. And when you are ready to discuss your move to the most-recent release of your solution, on-premise or in the cloud, we welcome the opportunity to show you how we have helped customers make the transition.

Definitions of Maintenance categories

There are three applicable stages of Maintenance during the product life cycle of a particular release: Mainstream Maintenance, Extended Maintenance, and Sustaining Maintenance.

Mainstream Maintenance

This is the most robust and complete level of Maintenance available.

Mainstream Maintenance is available for every released version of an applicable software product for a period of years following the date of its release. When Infor has determined an end date for Mainstream Maintenance for a particular software release, it will include such details in an updated version of the applicable product-specific product lifecycle policy, and Infor will typically provide notice of such Maintenance end date more than one (1) year in advance.

We encourage customers to upgrade to new releases in a reasonably timely manner so that they may continually receive the benefit of Mainstream Maintenance, which we believe can not only help to reduce day-to-day business risk but can also help increase business productivity through adoption of new functionality and enhancements. However, we know that for some customers, regular upgrades may be impractical. To Support customers who do not always keep up with the latest versions, we offer two levels of Maintenance following the expiration of Mainstream Maintenance for a product release.

Extended Maintenance

When available and for an additional fee, Extended Maintenance may be purchased by customers following expiration of Mainstream Maintenance for a product release. As reflected in the table below, Extended Maintenance includes many of the benefits of Mainstream Maintenance but excludes updates and fixes, except as necessary to help resolve Severity 1 (S1) incidents.

Sustaining Maintenance

Sustaining Maintenance will continue to be made available, for a period of time to be determined by Infor, following expiration of Extended Maintenance for a product release, and Sustaining Maintenance may require payment of an additional fee, in Infor's sole discretion. As reflected in the table below, Sustaining Maintenance includes some of the benefits of Mainstream Maintenance and Extended Maintenance, but excludes, among other features, any new updates and fixes.

Overview of Mainstream, Extended, and Sustaining Maintenance services

The information in the following table provides an overview of the services included in the three Maintenance categories:

Summary of components	Mainstream Maintenance	Extended Maintenance	Sustaining Maintenance
Access to new major releases	•	•	•
Access to Infor Support Portal	•	•	•
Access to Infor Support Staff	•	•	•
Upgrade scripts	•	•	•
Updates and fixes ¹	•	P1-critical	Pre-existing only
Localizations—tax, legal and regulatory enhancements /updates*	•		
Certification with new versions for existing third-party products	•		

* If there are any discrepancies between this summary/overview and Maintenance Table, the information in the Maintenance Table controls the level of Support provided by Infor.

¹Extended Maintenance will include Priority 2 fixes for releases identified in the product matrix.

Localizations may include:

- Language translations
- Functional changes to adapt software for a particular country
- Regulatory/statutory changes

The decision as to which regulatory and statutory requirement updates will be included in Infor’s products, will be determined by Infor at its sole discretion. Infor shall also solely determine which language translations to offer, if any, and when and if software will be updated to reflect adaptations for a particular country.

Maintenance service fees, Transitional Support and Product classification

Premiums/fees

- Extended and Sustaining Maintenance premiums are in addition to normal annual adjustments to standard Maintenance pricing.
- Premiums will be calculated according to identified dates that may or may not coincide with the customer's annual Maintenance plan. Such premiums are nonrefundable, even if customer elects not to renew Maintenance.
- When possible, Infor will attempt to notify customers of the premium percentage (i.e., the applicable percentage increase to Mainstream Maintenance pricing) 12 months prior to their annual Maintenance renewal date.
- In its sole discretion, Infor may offer additional or custom features to its Extended or Sustaining Maintenance offerings for an additional fee.
- Customer annual Maintenance fee increases may be prorated based on the Product Lifecycle Policy and the Infor product version in use by the customer at the time of annual invoicing.

Transitional Support

Infor may offer "Transitional Support" to a customer who is transitioning from an existing on-premise license (an "Existing License") to another subscription (cloud) or on-premise product offering (a "New Offering"). In this circumstance, provided the customer has an active subscription or Maintenance agreement for the New Offering, Infor may provide Transitional Support for the Existing License for a temporary period (no longer than 18 months) for a reduced fee. Transitional Support is not available unless documented in a written agreement between Infor and customer.

While the Existing License is subject to Transitional Support, the customer will continue to have access to the Infor Support Portal and Infor Support staff, as well as product fixes (based on the applicable category of Maintenance) for the Existing License, but the customer will not be able to receive upgrades or enhancements to the Existing License. Depending on the Maintenance category in which the Existing License falls, tax and regulatory updates may also be available for an additional fee under Transitional Support.

Product classification

- The product table set forth below provides guidance as to which products are included in the Infor LN and LN Extension product categories.
- Please refer to the section of this Product Lifecycle Policy that applies to the LN products you have deployed.
- If you have licensed products that fall into a variety of these classifications, please refer to the tables specific such products to determine which lifecycle dates apply to each product set.
- Information concerning product compatibility is available in the LN area of Support, and in the Online Compatibility Matrix, also available on Support.
- While product lifecycle dates are taken into consideration when determining compatibility, maintaining a minimum feature or service pack/solution level may be required in order to be eligible for certain Maintenance plans.

The following table outlines the product groups that are covered by this policy:

Products	Definition
<p>Infor LN Products</p>	<p>The Infor LN Application (formerly known as Baan) Version Support Schedule, specified below, covers all applications and technology products that are licensed on an Infor LN Product Order Form or are identified as an Infor LN Product on an Order Form.</p>
<p>Infor LN Extension Products</p>	<p>The Infor LN Extension Products Support Schedule covers LN eSales and LN eProcurement products.</p>
<p>Infor LN Non-Maintenance Products</p>	<p>Products of the Infor LN solution which are used as templates or start packs and are not covered by this policy (not included in Maintenance and Support contracts).</p>
<p>Infor LN Technology—Enterprise Server tools</p>	<p>The Infor LN Technology Products Support Schedule covers LN Enterprise Server, technology tools and user interface.</p>

Maintenance categories

Maintenance category	Duration	Product fixes	Third party certifications	Access to Support resources	Maintenance pricing
Mainstream Maintenance	General Availability date of replacement version plus a minimum of 3 additional years; Mainstream Maintenance will be available for a minimum of 4 years ¹	Priority 1 (critical) and Priority 2 (high) fixes, updates, regulatory and statutory enhancements for released localizations of the product, as determined by Infor. Priority 3 (medium) fixes are provided in future releases at Infor's discretion.	Yes	Access to Infor Support and Support staff	Standard Maintenance pricing
Extended Maintenance	End of Mainstream Maintenance + two (2) additional years	Priority 1 (critical) only; regulatory updates will be included at Infor's discretion; no regulatory enhancements will be done; no new updates; a minimum service pack may be required ³	No	Access to Infor Support and Support staff	Standard Maintenance pricing plus 20% premium unless otherwise determined by Infor.
Sustaining Maintenance	Available at Infor's discretion following the end of Extended Maintenance ²	Access to pre-existing fixes only; no new product fixes, updates, or regulatory enhancements. Products will be made available for download or delivery solely in Infor's discretion	No	Access to Infor Support and Support staff	Standard Maintenance pricing plus a premium, at Infor's discretion.

¹ Current release schedule of major LN releases is generally a major release every 18-36 months, though this frequency may change in the future. A release schedule like this implies currently, that the last major release (10.6) plus the 2 major releases before (10.5 and 10.4) are still under Mainstream Maintenance.

² Sustaining Maintenance – means no updates to the LN operating system or LN porting set.

³ Extended Maintenance will include Priority 2 fixes for releases identified in the product matrix.

Frequency of Infor LN releases and fix packs

- Major releases of Infor LN—such as version 10.6, 10.5 and 10.4—generally occur every eighteen (18) to thirty-six (36) months, although Infor reserves the right to make new releases generally available as it deems appropriate. New releases are driven by a mix of Infor strategy, a cyclical internal initiative to consolidate fixes and enhancements, and the need to ship database changes supporting new functional or technical capabilities.
- Between major releases, Infor may publish solutions and, where appropriate, make customer-requested enhancements available, as additions to the standard GA product. These will be made available on the Infor Support Download Center for customers with a valid Support agreement for the applicable products.
- Cumulative solution packs will typically be released on a periodic basis during Mainstream Maintenance, aggregating all solutions that have been released since the last solution pack release. The purpose of these cumulative fix packs is to make it easier for customers to apply what may be significant numbers of solutions in one operation. The timing and content of these solution packs is entirely at Infor's discretion.

Infor LN application (formerly known as Baan)** Product Support schedule

Product version	General availability (GA)	End of Mainstream Maintenance	End of Extended Maintenance	End of Sustaining Maintenance	Extended fee	Sustaining fee
Infor LN 10.7	March 7, 2019	To Be Determined	To Be Determined	¹ To Be Determined	¹ To Be Determined	¹ To Be Determined
Infor LN 10.6	March 30, 2018	To Be Determined	To Be Determined	¹ To Be Determined	¹ To Be Determined	¹ To Be Determined
Infor LN 10.5	June 30, 2016	To Be Determined	To Be Determined	¹ To Be Determined	¹ To Be Determined	¹ To Be Determined
Infor LN 10.4	December 19, 2014	To Be Determined	To Be Determined	¹ To Be Determined	¹ To Be Determined	¹ To Be Determined
Infor LN 10.3	July 31, 2013	December 31, 2019	June 30, 2023	¹ To Be Determined	20% effective Jan. 1, 2020	¹ To Be Determined
Infor LN 10.2.1	December 21, 2012	N/A*	² June 30, 2021	¹ To Be Determined	20% effective Jan. 1, 2020	¹ To Be Determined
LN FP7	January 31, 2011	N/A*	² June 30, 2021	¹ To Be Determined	20% effective Jan. 1, 2020	¹ To Be Determined
LN FP6	January 29, 2010	N/A*	² June 30, 2021	¹ To Be Determined	20% effective Jan. 1, 2020	¹ To Be Determined
LN FP5	December 19, 2008	N/A*	² June 30, 2021	¹ To Be Determined	20% effective Jan. 1, 2020	¹ To Be Determined

Product version	General availability (GA)	End of Mainstream Maintenance	End of Extended Maintenance	End of Sustaining Maintenance	Extended fee	Sustaining fee
LN FP3	October 20, 2006	N/A*	² June 30, 2021	¹ To Be Determined	20% effective Jan. 1, 2020	¹ To Be Determined
LN FP2	December 9, 2005	N/A*	² June 30, 2021	¹ To Be Determined	20% effective Jan. 1, 2020	¹ To Be Determined
LN FP1	December, 2004	N/A*	² June 30, 2021	¹ To Be Determined	20% effective Jan. 1, 2020	¹ To Be Determined
Baan5.1, Baan5.2	2000	N/A*	² June 30, 2021	¹ To Be Determined	20% effective Jan. 1, 2020	¹ To Be Determined
Baan 50c	2000	N/A*	² June 30, 2021	¹ To Be Determined	20% effective Jan. 1, 2020	¹ To Be Determined
Baan50b	1999	N/A*	² June 30, 2021	¹ To Be Determined	20% effective Jan. 1, 2020	¹ To Be Determined
Baan 4	1996	N/A*	² June 30, 2021	¹ To Be Determined	20% effective Jan. 1, 2020	¹ To Be Determined

*Already in Extended Maintenance

¹ To Be Determined" currently means no premium fee applies as of the publication date of this Product Lifecycle Policy, but premium fees may be applicable in the future

² Extended Maintenance includes Priority 2 fixes

³ Extensions for BaanIV like those created for Aerospace & Defense, Automotive, Construction etc. follow the policy of Baan 4

Infor LN and Baan technology—enterprise server tools

The tools Supporting BaanIV, Baan5 and the LN versions, will follow the Maintenance policy of the version listed in the section above called “Infor LN Applications (formerly known as Baan)** Product Support Schedule”

Product version	General availability (GA)	Mainstream Maintenance	Extended Maintenance	End of sustaining Maintenance
Enterprise Server		Follows ERP policy*	Follows ERP policy*	Follows ERP policy*
ERP LN Studio		Follows ERP policy*	Follows ERP policy*	Follows ERP policy*
LN UI (User interface)		Follows ERP policy*	Follows ERP policy*	Follows ERP policy*
MS Office Integration for LN		Follows ERP policy*	Follows ERP policy*	Follows ERP policy*
Plug-in for MS SQLServer Reporting Services		Follows ERP policy*	Follows ERP policy*	Follows ERP policy*
Web UI (User interface) aka Webtop		Follows ERP policy*	Follows ERP policy*	Follows ERP policy*
Work top for BaanIV, Baan5 and LN FP's		Follows ERP policy*	Follows ERP policy*	Follows ERP policy*

* The product version identified in the table above (e.g. WebUI) follows the related Baan/LN ERP Product Lifecycle Policy. As an example, the WebUI for LN 10.2.1 (aka FP8) will be going into Extended Maintenance at the date of Extended Maintenance for LN 10.2.1 (aka FP8).

Infor LN extension products Support schedule

Infor LN Extension schedules cover the extension products that connect with the Infor LN technology stack.

Product version	General availability (GA)	Mainstream Maintenance	Extended Maintenance	Sustaining Maintenance
BAMF		N/A*	Follows ERP policy	
OpenWorld adapters		N/A*	June 30, 2021	
eService		N/A*	June 30, 2021	
Service Scheduler Assistant		N/A*	June 30, 2021	
eSales		N/A*	June 30, 2021	
eProcurement		N/A*	June 30, 2021	
Baan CRM Suite		N/A*	June 30, 2021	
Baan PLM Suite		N/A*	To Be Determined	

Product version	General availability (GA)	Mainstream Maintenance	Extended Maintenance	Sustaining Maintenance
Microsoft Office integration for BaanIV and Baan5		N/A*		June 30, 2021
Mobile Service 2.4		N/A*	June 30, 2021	
Integration to ISProjects		See footnote	See footnote	See footnote
Integration to Vertex		Follows policy of vendor and ERP policy	Follows policy of vendor and ERP policy	Follows policy of vendor and ERP policy
Integration to Avalara		Follows policy of vendor and ERP policy	Follows policy of vendor and ERP policy	Follows policy of vendor and ERP policy

* N/A* currently already in Extended Maintenance

** Partner ISProjects™ and Infor have agreed to amicably end their partnership. ISProjects will handle all license sales and Support/Maintenance renewals and purchases as of April 1, 2018. (ISProjects solutions are a copyright of ISProjects).

Infor LN localizations

Infor provides Mainstream Maintenance for the then-current Infor LN release and two (2) major application releases prior. However, for the Infor LN releases under Mainstream Maintenance, not all related Infor LN Localizations are supported.

In the below table, a “•” indicates that the specific Infor LN release and the related Infor LN Localization release for the designated country is supported for such LN version, in accordance with the Infor LN Localization Support Infor makes available to customers in the normal course of its business.

Country	10.3	10.4	10.5	10.6	10.7
Argentina	•	•			
Australia	•	•	•	•	•
Austria	•	•	•	•	•
Belgium	•	•	•	•	•
Brazil	•	•			
Bulgaria	•	•	•	•	•
Canada	•	•	•	•	•
Chile	•	•			

Country	10.3	10.4	10.5	10.6	10.7
China	•	•	•		•
Columbia		•			
Croatia	•				
Czech Republic	•	•	•	•	•
Denmark	•	•	•	•	•
Finland	•	•	•	•	•
France	•	•	•	•	•
Germany	•	•	•	•	•
Hong Kong	•	•	•		•
Hungary	•	•	•		
India		•			
Indonesia					
Ireland	•	•	•	•	•
Israel	•	•	•	•	•
Italy	•	•	•	•	•

Country	10.3	10.4	10.5	10.6	10.7
Japan	•	•	•	•	•
Korea	•	•			
Luxemburg	•	•	•	•	•
Malaysia	•		•	•	•
Mexico					
Netherlands	•	•	•	•	•
New Zealand	•	•	•	•	•
Norway	•	•	•	•	•
Peru	•	•			
Philippines	•	•	•		
Poland			•	•	•
Portugal	•	•	•	•	•
Romania	•	•	•		
Russia	•	•			
Saudi Arabia	•				•

Country	10.3	10.4	10.5	10.6	10.7
Singapore	•	•	•	•	•
Slovakia	•	•	•	•	•
Slovenia	•	•	•		
South Africa	•	•	•	•	•
Spain	•	•	•	•	•
Sweden	•	•	•	•	•
Switzerland	•	•	•	•	•
Thailand					•
Turkey	•	•	•		•
Ukraine	•	•			•
United Arab Emirates	•	•	•	•	
United Kingdom	•	•	•	•	•
USA	•	•	•	•	•
Venezuela					
Serbia		•			
Vietnam					

Legal note

The objective of this Infor LN Product Lifecycle Policy (the “Product Lifecycle Policy”) is to describe the stages of Maintenance and Support, and expected duration of each stage, that will typically apply during the product lifecycle of the Infor LN product. This Product Lifecycle Policy is not a contractual document or commitment of any kind, and Infor may change, or deviate from, this Product Lifecycle Policy in its sole discretion without notice.

This Product Lifecycle Policy covers on-premises software products that are developed and made generally available by Infor. The Product Lifecycle Policy does not cover subscription products or products provided by Infor Consulting Services (ICS), Infor partners or other third parties.

In addition, certain products in the applicable Infor LN product set may be used as templates or start packs. These “non-Maintenance” products are not eligible for standard Maintenance and are not covered by this Product Lifecycle Policy.

For clarity, the terms “Support”, “Maintenance” and “Maintenance and Support” are used interchangeably in this Product Lifecycle Policy and all refer to Infor’s Standard Maintenance and Support offering. Capitalized terms not defined herein shall have the meanings set forth in the Support Operations Handbook.

Current version of this document is available on Infor Support Knowledgebase
1946498.

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