

Software Lifecycle Policy

Services



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Disclaimer

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OneAdvanced Group Limited is a company registered in England and Wales with registration number 05965280 whose registered office is at The Mailbox Level 3, 101 Wharfside Street, Birmingham, B1 1RF.

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1. Purpose

All Software and Software Versions are aligned to a clear stage in their lifecycle. This lifecycle sets clear expectations for the Service Support the Customer will receive and allows business strategy to be driven as the Software or Software Version moves through each cycle.

OneAdvanced recommends that the Customers keep current with the new releases and Software maintenance updates to take advantage of advancing technology, legislation, Customer-inspired enhancements, and the best support offerings. Staying on older versions of the Software will incur additional costs or will get a reduced Service Support offering.

In the event of a conflict between this Policy and the Support Policy, this Software Lifecycle Policy takes precedence.

2. Policy

Lifecycle stages are as follows:

- Active
 - Software or a Software Version in this stage is under active development and is fully supported in accordance with the Intelligent Service Tiers in the [Support Policy](#). The Software Support Lifecycle commences from the release date of that Software. During this 'Active' phase, we offer feature releases, compliance releases, legislation releases, defect resolution and security fixes. This is alongside our Essentials Care Tier for Service Support. A supported version premium will apply if you are not on the latest Software Version.
- Long Term Support (LTS)
 - Software or a Software Version in this stage is no longer under active development but is still fully supported. Software or Software Version entering this stage will be communicated to our customers with a commencement date for the start of this stage. During this stage, OneAdvanced offer compliance releases, legislation releases, defect releases and security releases. This is alongside our Essentials Care Tier for Service Support. A supported version premium will apply if you are not on the latest Software Version.
- End of Maintenance (EoM)
 - Software or Software Version in this stage will no longer have any new Software Versions and as such gets no defect resolution, compliance or legislation updates. Software or the Software Version entering this stage will be communicated to our customers with a commencement date for the start of this stage. During this stage OneAdvanced still offer access to our Customer Portal which includes our knowledge base, AI and case creation. A supported version premium will apply if you are not on the latest Software Version.
- End of Support (EoS)
 - Software or Software Version in this stage will no longer have any new Software Versions or Service Support. Software or Software version entering this stage will be communicated to our customers with a commencement date for the start of this stage. During this stage OneAdvanced I offer access to our Customer Portal which includes our knowledge base & AI. Case creation will be limited to P1s and must be logged via your account manager as you will not have access to case creation in the Customer Portal, and only our commercially reasonable endeavours apply for the resolution of these P1s.

- End of Life (EoL)
 - The Software is no longer supported by OneAdvanced and there is no Service Support.

2.1 Service Support

Category	Active	LTS	EoM	EoS	EoL
Service Desk Access including Knowledge Base	✓	✓	✓	✗	✗
Feature Software Releases	✓	✗	✗	✗	✗
Legislation/Compliance Releases	✓	✓	✗	✗	✗
Defect Resolution	✓	✓	✗	✗	✗
Data Centre hosting	✓	✓	✓	✓	✗
Service Care Packages	✓	✗	✗	✗	✗
P1, P2 Support Tickets	✓	✓	✓	✗	✗
P3 Support Tickets	✓	✓	✓	✗	✗
P4 Support Tickets	✓	✗	✗	✗	✗
P1, P2 Defect Tickets	✓	✓	✗	✗	✗
P3 Defect Tickets	✓	✓	✗	✗	✗
P4 Defect Tickets	✓	✗	✗	✗	✗
Small Enhancements *	✓	✗	✗	✗	✗
Bespoke **	✗	✓	✗	✗	✗

* Small enhancement requests can be reviewed via escalation (paid for services, aligned to tiering modelling)

** Bespoke available to certain LTS products and subject to review and approval

2.2 Services

Category	Active	LTS	EoM	EoS	EoL
New Sales	✓	✗	✗	✗	✗
Renewal or Additional Licenses/Modules	✓	✓	✓	✓	✗
Implementation Redeployment	✓	✓	✗	✗	✗
Data Extraction / Offboarding Assistance	✓	✓	✓	✓	✗
Archive Licence (RTU)	✗	✓	✗	✗	✗

3. End of Life (EOL)

End of Life refers to the point at which a hardware, Software or SaaS Service will no longer be supported, updated, or maintained by OneAdvanced. For hardware this will include any associated components supplied by OneAdvanced and any spare parts. This decision may be driven by various factors, such as technological advancements, business strategies, or market conditions. EOL does not necessarily mean immediate termination, but outlines the timeline and steps for discontinuation.

3.1 Notification

At least 6 months prior to the planned EOL date of a Service, and 12 months prior to the planned EOL date of either hardware or on-premise Software, OneAdvanced will provide a formal written notification to customers and users affected by the Software and/or Service discontinuation. This notification will be delivered via email, direct communication and prominently displayed on our website, as may be applicable. The notification will include relevant details such as the EOL date, alternative solutions (if applicable), and Support options during the transition period.

3.2 Transition Period

Upon notification of the EOL, OneAdvanced will provide a reasonable transition period of at least 6-12 months depending on the Software affected, before officially discontinuing the hardware, Software or SaaS Service. During this period, OneAdvanced will continue to provide customer support, critical updates, and fix any defects to ensure uninterrupted Service for our customer. We will also provide guidance on migrating to alternative solutions, if available. OneAdvanced will give pro-rata refunds for the remainder of any then unexpired term of a Customer's contract.

3.3 Customer Support

During the transition period, OneAdvanced will continue to offer Service Support based on the terms of your existing support agreement, and the lifecycle stage previously associated with the Software Version you are on. OneAdvanced's support team will assist you with any queries, issues, or concerns related to the EOL process. However, after the transition period Service Support will be limited to the End of Maintenance lifecycle or the End of Support lifecycle policy if it has already been communicated for your Software Version until the EOL date.

3.4 Alternatives and Migration Assistance

If appropriate, for Software EOL, OneAdvanced may offer alternative solutions or recommendations for migrating to similar or upgraded Software. We will provide documentation, guides, and resources to facilitate a smooth transition. However, the decision to migrate and associated costs will be the responsibility of each customer or user.

3.5 Data Retention and Disposal

See the [Data Return and Deletion](#) policy document for details.

The Customer is responsible for the deletion and destruction of any Customer or Customer employee-specific data stored on hardware. OneAdvanced can provide guidance on data deletion if required.

3.6 Legal and Compliance Obligations

Throughout the EOL process, OneAdvanced will uphold its legal and compliance obligations related to the hardware, Software or SaaS Service. We will ensure that any cessation of Services adheres to applicable regulations, contracts, and agreements.

Decommissioning of hardware under WEEE regulations (UK) or National Waste Policy (ANZ) remains the responsibility of the Customer.

3.7 Decommissioning hardware

Physical decommissioning of hardware remains the responsibility of the Customer. This includes ensuring the safe removal of equipment from the Customer's premises and the proper disconnection and handling of all electrical components. **A qualified electrician must be used to remove hardware, as improper decommissioning by unqualified personnel may result in a potentially fatal electric shock.**

3.8 Review and Updates to the Policy

This Policy will be periodically reviewed and updated by OneAdvanced to reflect changes in technology, business strategies, or regulatory requirements. We recommend checking our website or contacting our support team for the most up-to-date information regarding specific hardware, Software or SaaS Service.

3.9 Right to Discontinue Modules

OneAdvanced reserve the right to discontinue any module or functionality of its Software and/or cease to provide Service Support in respect of such module or functionality provided OneAdvanced give the Customer not less than 6 months' notice of such discontinuance/cessation. Where OneAdvanced decides to discontinue or withdraw product comprising part of its Software or Service from the market (for example, OneAdvanced cease to continue with and implement a programme of continuous development, updating and improvement in respect of that so that it continues to be capable of complying with applicable legal, fiscal and regulatory requirements and therefore decide to cease to provide that Software or Service to customers) (being "Discontinued Software"), OneAdvanced shall provide the Customer with as much prior notice as is reasonably practicable of any proposed Discontinued Software and shall use commercially reasonable efforts to ensure that such notice is not less than 6 months. If OneAdvanced notifies the Customer of any Discontinued Software, the right to use that Discontinued Software shall terminate with effect from the discontinuance date as notified by OneAdvanced to the Customer, unless the parties otherwise agree in writing.



Powering the world of work

Our business software and IT services are the trusted choice for critical sectors, including healthcare, legal services, and education. We keep the world of work moving.

Speak to our expert consultants for personalised advice & recommendations, & get support on the products you are interested in.

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