

**ABOUT SYSGO'S ROADMAP**

SYSGO is offering five levels of support to enable customers maintaining their projects efficiently. The SYSGO product strategy foresees approximately one major product release every two years and one minor annual release. SYSGO roughly runs a 10 month cycle and a 3rd digit update will be released about five months after each minor release.

**SUPPORT**

SYSGO provides support in all phases of the product life cycle. Our products and services are used since more than 25 years within embedded devices, supporting our customers up to 35 years per project. Our online SYSGO Support Network is available for standard and certifiable products.

Standard products come with "standard support" that provide analysis of reproducible errors in and malfunctioning of software developed by SYSGO and provision of known error corrections, as well as support in preparing work-around solutions.

Optional "premium support" offers additionally direct access to a dedicated support engineer via e-mail and a fixed number of consulting hours.

Lastly "long term support" additionally offers the ability to retain a specific version including rebuilds, a fixed number of consulting hours, direct telephone support and access to a wide data base of corrections, updates, demo programs and others.

Certified product versions profit from "product cert support" and "long term cert support" that includes Safety and Security bulletins to inform the customer of vulnerabilities and Safety risks.

**END OF LIFE OVERVIEW**

Product Type	Product Version	Linked CODEO Version	EOL
ELinOS	5.0	3.1 / 4.0	Since 08/'16
ELinOS	5.1	4.0	Since 08/'16
ELinOS	5.2	6.0, 6.1, 6.2	Since 12/'18
ELinOS	6.0	6.0, 6.1, 6.2	Candidate
ELinOS	6.1	6.1, 6.2	Candidate
ELinOS	6.2	6.2	Current
ELinOS	7.0	7.0	Current

**Explanation:**

"Candidate" means that we are discussing currently when and how to start EOL process for this version.

"LTS" means long term support available

"Current" means current version

"Planned" means next planned version