

Lifecycle Roadmap

All technology products eventually reach the end of their useful life requiring a business decision to discontinue availability and support. Every SupplyPro[®] product has a lifecycle roadmap that drives new technology and product innovation. The lifecycle begins when a product is released and ends when it's no longer supported. Knowing key dates in this lifecycle helps you make informed decisions about when to update, upgrade or make other changes to your hardware or software.

SupplyPro is committed to providing the highest quality products and services to our customers. As a technology developer and provider, we understand that our solutions allow our customers to establish and maintain competitive advantages, achieve operational efficiencies, and deliver the lowest TCO possible.

SupplyPro products qualify for technical support if the following criteria are met:

- Customers must stay current as per the servicing and system requirements published for the product or service, including fees and contractual requirements.
- Systems must be using the current release version.
- Customers must be licensed to use the product or service. SupplyPro updates are cumulative, with each update built upon all of the updates that preceded it; a device needs to install the latest update to remain supported.
- SupplyPro must currently offer support for the product or service.

MILESTONE	DEFINITIONS
End-of-Sale (EOS)	EOS, commonly referred to as End of Sale. The last date to order the product through SupplyPro sales. After this date the product is no longer for sale. As a general rule, SupplyPro will provide 6 months' notice of the affected product's end-of-sale date and/or the last day when the affected product can be ordered.
End-of-Service Life (EOSL)	EOSL, commonly referred to as End of Service Life. Essentially, it means that SupplyPro customer support will no longer be providing technical support, providing bug fixes, maintenance releases, workarounds, patches or selling spare parts after this date. It may be possible to get manufacturer support after an EOSL date, but this is on an as available, custom quoted basis. As a general rule, SupplyPro will provide 36 months from EOS to EOSL. The system may continue to function after the EOSL and function beyond the EOSL if SLF (Software License Fees) are current. Service contracts that have not been renewed or have lapsed after 12 months of end-of-sale date are not re-newable. Renewal of your service contract will generally be available until the last date of support, but will not extend beyond the last date of support.
End-of-Use (EOU)	EOU, commonly referred to as End of Use. The last day to use the product or service. After this date, all user activity will cease, active sites will be decommissioned; users will no longer have access to data. Data storage is determined by the customer sales agreement(s) and SupplyPro TOU (terms of use).

Last updated: April 2023

SUPPLYPRO® LIFECYCLE ROADMAP

LAST UPDATED: APRIL 2023

PRODUCT	EOS	EOSL	EOU	NOTES	UPGRADE
SupplyBay 5 Controller	TBD	TBD	TBD	No EOS identified	None
SupplyLink (12") for SupplyBay side mount	6/1/2018	12/31/2018	12/31/2023	Discontinued	SupplyBay 5 Controller
SupplyLink 4 (Windows 7)	12/31/2017	1/10/2019	TBD	MS Windows 7 support ends January 14, 2020	SupplyController
SupplyLink 4 (Windows 10)	4/1/2023	TBD	TBD	Replacement Product - SupplyController	SupplyController
SupplyAgent®	12/31/2017	12/31/2020	12/31/2023	Replacement Product - SupplySystem	SupplySystem
SupplyLocker	12/31/2017	12/31/2020	12/31/2023	Replacement Product – SupplyLocker (2023 version)	SupplyLocker (2023 version)
SupplyPad®	1/1/2018	12/31/2020	12/31/2023	More cost-effective solution developed	SupplyMobile
SupplyCover® 4.0	TBD	TBD	TBD	No EOS identified	None
SupplySystem®	TBD	TBD	TBD	No EOS identified	None



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PRODUCT	EOU	NOTES	UPGRADE
SupplyPort 3	10/1/2018	Complete migration to SupplyPort 4	SupplyPort 4
SupplyBay 1 Cabinet	12/31/2012	Any device under valid contract will be redirected to SupplyPort 4	None
SupplyBay Gen 1 Controller	10/1/2018	Devices will no longer communicate with SupplyPort Transactions will no longer process and be visible on SupplyPort New product and user data entered on the port will not be sent to the devices	SupplyBay 5 Controller
SupplyLink 1 (Windows XP)	12/31/2019	Microsoft discontinued support of Windows XP Embedded	SupplyLink 4
SupplyAgent [®] 6 (Software)	12/31/2018	Automatic remote upgrade	SupplyAgent 7
SupplyScanner	6/1/2017	Product line was simplified and changed to reduce cost and add stability	SupplyMobile
SID (Single Insert Dispenser)	12/31/2019	Product line discontinued due to lack of demand	48-Lid Universal Cover
SmartDrawer [®] Cover (Stanley Vidmar)	12/31/2017	Replacement Product - SupplyCover 4.0	SupplyCover 4.0
SupplyPod [®]	12/31/2020	Product line discontinued due to lack of demand	None
SupplyChiller [®]	12/31/2020	Limited demand—alternative locking hardware component developed to allow conversion of a wide array of commercial cabinets including refrigerated cabinets.	SupplyLock [®]
SBDI (Single Box Dispenser)	12/31/2020	Product offering upgraded and simplified for troubleshooting and parts replacement	SBDII [™] (Single Box Dispenser)
SupplyLink 3 (Windows XP)	12/31/2020	Replacement Product - SupplyController	SupplyController
SmartDrawer Cover 2.0	9/30/2022	Replacement Product - SupplyCover 4.0	SupplyCover 4.0