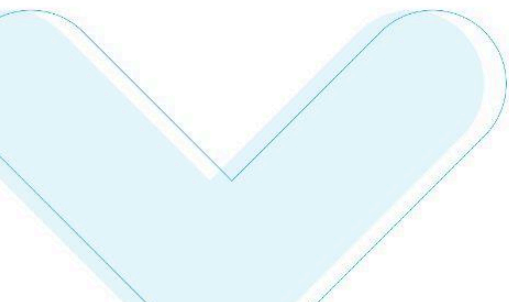




Release Strategy Overview for **XTM Cloud (2024)**



Long-Term Support (LTS) Releases

Description

LTS releases are the cornerstone of our software's versioning strategy. These versions are designed for stability and extended support, making them ideal for PVC enterprise customers who might not be updating their software frequently.

Release Frequency

2 LTS releases for 2024

Support Duration

Each LTS is supported until the next LTS is released + additional 2 months (during which XTM will enable customers to receive the latest LTS release and give customers reasonable time to transition).

Support Details

During the support period, we will aim to provide updates for critical bug fixes and stability improvements, ensuring that the release remains robust and dependable. These updates will be automatically deployed to customers on the main Public Cloud.

Private Cloud and Suite customers shall have the flexibility to request these updates as needed, aligning with their own maintenance schedules.

In cases where XTM cannot wait for the regular weekend update, XTM will provide a patch (e.g. hotfix) as soon as reasonably possible.

Lower priority items will be addressed and deployed with the next product release (either STS or LTS, depending on the impact).

Release Forecasting

LTS release dates for the upcoming year are pre-planned (but subject to change if required) to allow clients to prepare accordingly.

For 2024 the LTS release schedule is as following:

1. 14/01/2024 for public Cloud release
2. 01/09/2024 for public Cloud release

XTM will use commercially reasonable endeavors to provide the new LTS release as soon as reasonably possible for private Cloud deployment (typically estimated at around 2-3 weeks after public cloud release, the new version of the product is available for UAT deployments).

Target audience

Public cloud and all PVC customers.

Short-Term Support (STS) or Public Releases

Description

STS releases are designed to deliver the newest features, enhancements, and improvements to our software more frequently. They allow users to experience the latest offerings without waiting for the next LTS release.

Release Frequency

Estimated as 3 - 4 STS releases per year (apart from the LTS) or more.

Support Duration

Each STS release is supported until the next STS or LTS release is rolled out, whichever comes first.

In cases where XTM cannot wait for the regular weekend update, XTM will provide a patch (e.g. hotfix) as soon as reasonably possible.

Support Details

For the STS release duration, users will receive updates addressing any identified bugs and facilitating stability improvements.

Private Cloud and Suite customers shall have the flexibility to request these updates as needed, aligning with their own maintenance schedules.

Release Forecasting

While STS release planning is generally set for the coming quarter, this plan may see adjustments. Depending on the circumstances and roadmap, we might either release more frequently (e.g. within the 6-8 week period) or even decide to skip a release. Such changes will be announced in advance to keep all stakeholders informed.

For 2024 the STS release schedule is as following:

1. 07/04/2024 - public Cloud release
2. 30/06/2024 - public Cloud release
3. 01/11/2024 - public Cloud release

Target audience

Public cloud and optionally selected PVC customers that would like to get more frequent updates agreeing with the short support cycle of STS releases.

Summary

By alternating between LTS and STS releases, we aim to strike a balance between innovation and stability. Customers who prefer a stable, less frequently changing environment can opt for LTS releases. In contrast, those who wish to have the latest features and are comfortable updating more often can go for the STS versions.

Graphical overview of release schedule

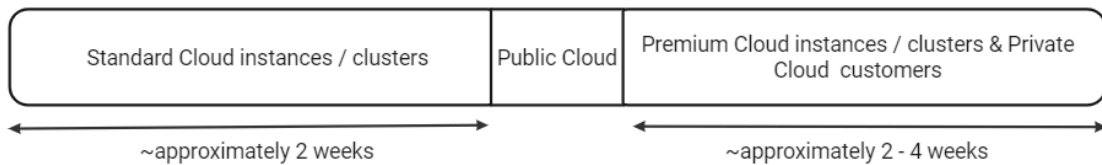
Release plan is based on the following sequence of events
Standard Cloud instances and clusters:

1. Standard Cloud (SCL1 cluster)
2. Trial Cloud (TCL1 cluster)
3. US Cloud
4. Internal XTM test instances (api-test)

Premium and Private Cloud instances and clusters:

1. Premium Cloud (PCL1 cluster)
2. SOC2 Cloud (PCL2 cluster)
3. Private Cloud deployments

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