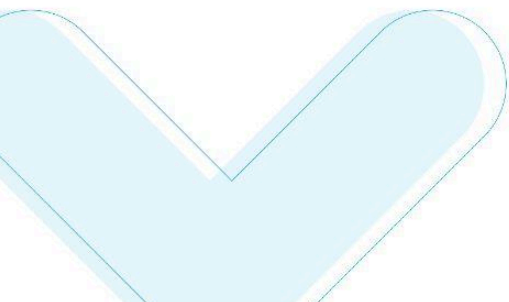# Release Strategy Overview for
XTM Cloud

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

At least two releases annually

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). Each LTS will have its end of life ("EoL") date. For detailed information, please reach out to our customer success team.

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 detailed information, please reach out to our customer success team.

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 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

At least four releases 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. For detailed information, please reach out to our customer success team.

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
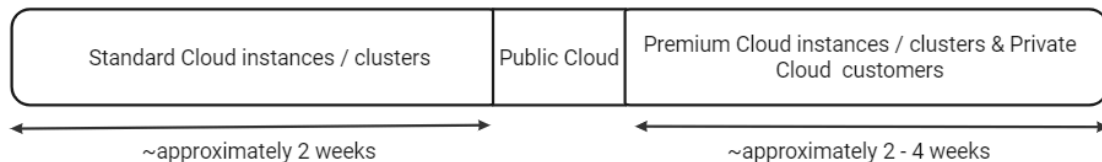
Release plan is based on the following sequence of events

1. Standard Cloud instances and clusters:

- Standard Cloud (SCL1 cluster)
- Trial Cloud (TCL1 cluster)
- US Cloud
- Internal XTM test instances (api-test)

2. Main public Cloud

3. Premium and Private Cloud instances and clusters:

- Premium Cloud (PCL1 cluster)
- SOC2 Cloud (PCL2 cluster)
- Private Cloud deployments

Standard Cloud instances / clusters	Public Cloud	Premium Cloud instances / clusters & Private Cloud customers
~approximately 2 weeks		~approximately 2 - 4 weeks

Frequently asked questions

1. **I am running on LTS, can I request an upgrade to an STS version?**

   Of course. Customers have full flexibility in terms of which version they want to adopt. You can request to upgrade to STS anytime, the only limitation is that you will need to upgrade to a new version, once another STS / LTS is released, whichever comes first.

2. **Is there any difference between how STS and LTS are prepared for release?**

   No, there is not. Each XTM Cloud release, regardless whether it is STS or LTS, goes through the same rigorous process of validation and regression testing. There are no differences in the methodology.

3. **I have the STS version installed. Can I switch to LTS cadence?**

   Naturally. You can choose whichever version you prefer (e.g. based on the features introduced in each of them). LTS are designed to be supported for a longer period of time (see Release Plan [link] to check their End of Life dates), while STS are for customers willing to check our latest features and do not mind frequent upgrades.

4. **What is the support plan and time between release of new XTM Cloud versions?**

   Each XTM Cloud version has its End Of Life (EOL) specified. Upon reaching this date, relevant versions lose their support and one needs to upgrade in order to keep receiving updates (e.g. bugfixes).
   On average, we release every 2 months.

5. **I am a private cloud customer with an STS version installed. Do I need to keep updating to every STS or can I wait for another LTS to be released?**

   You need to upgrade to a new version once it is released if you want to receive updates and bugfixes.
   Bear in mind that according to the release strategy, each STS is supported until the next STS or LTS release is rolled out, whichever comes first. If you prefer to have less frequent upgrades, choose the LTS release over STS.

6. **If a fix is released for an STS, are you going to retrofit it back to the supported LTS so that a private cloud customer does not need to go to STS in order to get it?**

   Yes. Our strategy includes this scenario. If a bug is identified in the latest release (and its occurrence is confirmed on an LTS), as soon as the fix is ready, it is retrofitted to our latest supported LTS release as well.

7. **What is the reason of having 2 types of releases**

   We have introduced the distinction to address the specific needs of different customer groups. While there is no difference in the quality or reliability between LTS and STS releases, the LTS (Long-Term Support) option is designed for organizations that require a more predictable release cycle and extended support due to regulatory requirements or internal processes. This makes it an ideal choice for customers who prefer or are obligated to limit the frequency of updates. STS (Short-Term Support) releases, on the other hand, cater to customers who are eager to adopt new features and improvements as soon as they become available. Both options are equally robust, allowing customers to select the release strategy that aligns with their operational and compliance needs