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erwin Data Modeler
Statement of Direction (Revised)

Product Release Support Policy

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Purpose

This document provides an overview of strategic product plans, policies and/or direction for **erwin Data Modeler** (erwin DM). It is intended solely to help you assess the business benefits of investing in erwin's data modeling solution.

Introduction

erwin has been the most trusted name in data modeling for more than 30 years. The erwin DM technology was acquired from Computer Associates (CA) in March of 2016 by the newly formed erwin, Inc. Prior to CA, erwin DM was developed and owned by both Logic Works and Platinum Technology.

This document provides strategic information and/or proposed development project intelligence related to erwin DM for data modeling to support logical and physical relational database design.

erwin DM – Current Product Release Support Policy

Our existing product release support policy is to support the current product release and the last two most recent product releases. In the software industry, this is referred to as "current minus two." In the past, it was our practice to provide customers with 12 months written notice as to when we plan to stop supporting a product release. This schedule was designed to give our customers ample opportunity to plan, download, install, test and roll out an updated product release within their user environments. However, as enhanced product releases have become more frequent, to satisfy customer requests and potential security vulnerabilities requiring remediation (especially in third-party components) have become more common, this practice has become less practical.

erwin DM – Updated Product Release Support Policy

Beginning **August 1, 2020**, we will begin following an updated product release support policy. It is our intent to deliver new product releases each year to ensure timely response to customer requests and complete all necessary security remediations. Furthermore, we will implement a "rolling" current-minus-two policy. Although we will continue to post end-of-support (EOS) announcements, they may not always be issued 12 months in advance. EOS announcements will continue to be posted in our community forum and on our support site. Once a product release is designated as EOS, we will continue to provide L1 support only for the indicated period of time identified in each EOS announcement. We will not provide any development (coding) support once a product EOS date has been reached.

Conclusion

To provide timely response to customer feedback, market demands and security concerns, we must re-evaluate and adjust our policies. A more agile approach to development, publication, distribution and management of software releases further necessitates this step. We believe adopting this new policy will enable us to be more effective in providing overall support to erwin DM customers.