Nexus Products

Product lifecycle policy

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About Nexus

Swedish-owned Nexus Group is an innovative and rapidly growing product company, developing identity and security solutions for physical and digital access. Our flagship solution provides everything you need to issue, life-cycle manage, and use Smart IDs that let your users identify themselves visually, log in, open doors, sign, make payments, and use follow-me printing. Solutions for IoT (internet of things) security is another important part of our portfolio. We have enabled trusted identities for people and things since 1984, and our technology is today relied upon by a large number of organizations, primarily within the public sector, armed forces, industry, health care, education, energy, and finance & e-commerce. Nexus has 300 employees across 17 offices in Europe, India and the US, as well as a global partner network.

Nexus's mission is to contribute to the formation of a secure society, and everything we do is guided by our core values: we care, we innovate, and we are committed.

Purpose of this document

This policy describes the different types of product releases and the lifecycle, from birth to grave, of a particular release of a Nexus product. It applies to all Nexus software.

Disclaimer: Nexus may alter this policy upon occasion based on material, market, and customer requirements.

Release types

The Nexus products are released as three major types of upgrades

- Major Release
- Minor Release
- Updates for example service packs, patches or bug fixes

See the Nexus Terms for Support and Maintenance for definitions on release types. Being available in Annex X of the Agreement.

Product lifecycle

Nexus continuously releases new versions of existing products to make sure they stay competitive on the market, i.e. add new features, overall system improvements and deployment options.

Nexus Products follows a defined lifecycle.

A **Release** means that either a new Minor Release or a new Major Releases is made available to the market. New releases are always communicated with a release announcement including a summary of the updates in the new release.

End of Sales (EOS) means that the product release is no longer available for purchase and should not be deployed in any new customer installation, Nexus will however continue to support and maintain the release and updates are released until the release reaches EOL. End of Sales of a release typically happens when there is a new Major or Minor release of a particular product.

End of Life (EOL) means that a product release is no longer supported by Nexus. For a period of 24 months after making available the current Major or Minor Release, the previous most recent Major or Minor Release will be supported too. After this time, Nexus shall have no further responsibility for supporting EOL releases, but may continue to do so in Nexus's sole discretion.

Nexus Product lifecycle announcements

New Releases and End of Sales announcements are communicated via the Nexus Product release announcements that are published on doc.nexusgroup.com. E-mail notification takes place for registered individuals and functional mailboxes.

An End of Life DATE is announced in the Nexus Product release announcements that are published on doc.nexusgroup.com prior to the product release reaching End of Life status. The End of Life DATE is communicated 12 months before the DATE.

Third party products, hardware and software

Platform support: Unless otherwise noted, Nexus will cease to support operating systems and platforms as soon as their vendors issue their respective End of Life announcements.

Third party products: Unless otherwise noted, Nexus will cease to support third party hardware and software as soon as their vendors issue their respective End of Life announcements.

How to contact us

If you have questions about the products or this document, do not hesitate to contact us at products@nexusgroup.com. General information is available at: www.nexusgroup.com.