Business Edition Premise (BEP)
- All versions

End of Life Announcement
April 30th, 2018

ᚖᚖ GENESYS™

End of Life

Last Updated: April 30th, 2018

Overview

As of April 30th, 2018, Genesys announces the End of Life for the products listed below:

Genesys Products / Sellable Items	Release
Business Edition Premise Base Pack	V8.0, V8.1, V8.5
Business Edition Premise Operations Pack	V8.1
BEP Operations Pack 2008 – 1xWin & 1xSQL	V8.1
BEP Operations Pk 2012 – 2xWin & 1xSQL	V8.5
BEP 100 Server - Staged	
BEP 100 Server – Un-staged	
BEP 300 Server - Staged	
BEP 300 Server – Un-staged	
MSFT Windows Server 2008 R2 64-bit Embedded	V8.1
MSFT SQL Server 2008 R2 Embedded, 1-CPU, non-CAL	V8.1
MSFT Win Srv 2012 R2 64-bit Embd 2-CPU	V8.5
MSFT SQL Srv 2012 Embd 4-Core Std	V8.5
VMware vSphere 5 Std, 1 CPU	
VMware vSphere 6 Std, 1 CPU	

Genesys confidential and proprietary information.
Unauthorized disclosure is prohibited.

2

The following products will be EOL in all regions **_except for APAC_** –

Genesys Products / Sellable Items	Release
Genesys SBR Platform	V8.1
HA – SBR Platform	V8.1
Genesys SBR Platform - Lab	V8.1
Framework to SBR - Upgrade	V8.1
HA-Framework to HA-SBR - Upgrade	V8.1
SBR to CIM - Upgrade	V8.1
HA-SBR to HA-CIM - Upgrade	V8.1

Details

Related Documents

Click here to view the following documents:

- EOL Policy: Provides details for Genesys End of Life policy and life cycle.
- EOL Life Cycle Table: Provides the end of life dates for all Genesys EOL product & versions that have been scheduled for EOL.

Products

Products affected by this EOL announcement:

Genesys Products / Sellable Items
Business Edition Premise Base Pack
Business Edition Premise Operations Pack
BEP Operations Pack 2008 – 1xWin & 1xSQL
BEP Operations Pk 2012 – 2xWin & 1xSQL
BEP 100 Server - Staged

GENESYS
Genesys confidential and proprietary information.
Unauthorized disclosure is prohibited.
3

BEP 100 Server – Un-staged
BEP 300 Server - Staged
BEP 300 Server – Un-staged
MSFT Windows Server 2008 R2 64-bit Embedded
MSFT SQL Server 2008 R2 Embedded, 1-CPU, non-CAL
MSFT Win Srv 2012 R2 64-bit Embd 2-CPU
MSFT SQL Srv 2012 Embd 4-Core Std
VMware vSphere 5 Std, 1 CPU
VMware vSphere 6 Std, 1 CPU

Major Versions

This lists all versions affected by this EOL Announcement

- **ALL Versions**

Supplemental Information

Reasons for EOL –
- Technologies and operating environments are getting out of date
- No resource and investment is in plan

Customer Choices for New Product Purchase
- PureConnect solutions – premise or cloud
- PureCloud
- PureEngage solutions – premise or cloud

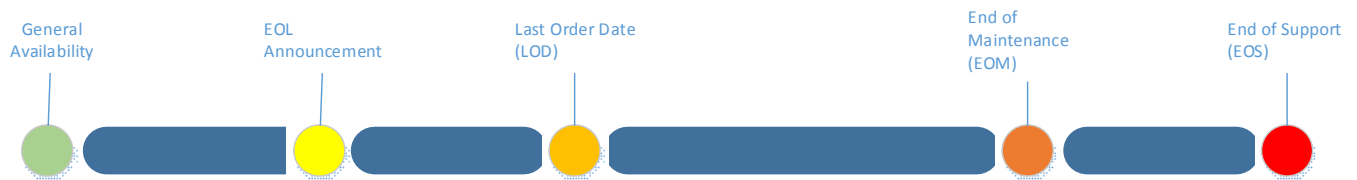Entitlement

No Entitlement – for sellable items under EOL

Current BEP customers whose PureEngage product/sellable items (CIM, SIP, GI2.. etc) included in their BEP bundle will be continually supported as regular PureEngage products with active maintenance contract.

EOL Life Cycle Dates

End of Life Announcement Date	April 30, 2018
Last Order Date	September 30, 2018
End of Maintenance* - BEP VM image deployment	September 30, 2019
End of Support* - BEP VM image deployment	March 31, 2020

*Note – EOM/EOS only for sellable items in EOL. All other PureEngage sellable items (ex. CIM, SIP, Email, Chat.. etc) will continually be supported as regular PureEngage products with active maintenance contract.

Frequently Asked Questions

As current BEP Customer, I have purchased several regular Genesys products/licenses like CIM, SIP, SQP, Email, Chat, Outbound, and etc. If/how will these products be supported?

- Answer: These regular Genesys products and licenses will continually be supported just like regular PureEngage products via active maintenance contracts. Customers just need to follow the same process to seek tech support.

I like the BEP pre-installed package deployment approach. How can I get similar offer after BEP EOL?

- Answer: You can purchase Genesys PureConnect solution, which offers all-in-one pre-installed appliance. In fact, PureConnect provides additional functions and features, including PBX communications, recording, and etc.

Genesys confidential and proprietary information.
Unauthorized disclosure is prohibited.

6

Definitions

End of Life Announcement Date

This is a general announcement, notifying the Last Order Date (LOD) of commercially available Genesys products, and the corresponding End of Maintenance (EOM) and End of Support (EOS) dates.

From the EOL Announcement date onwards, it will no longer be possible to quote product(s) or Maintenance and Support on the EOL products to new Customers.

Up until LOD it will still be possible to quote add-on orders for additional seats (or such other previously Ordered License Unit Type/License Element), or Maintenance and Support renewals for customers who already have the applicable EOL product(s) installed.

Notwithstanding the foregoing, outstanding quotes issued **prior** to the EOL Announcement date will be honored until expiration of their validity date.

Last Order Date (LOD)

The ultimate date on which any additional units of an EOL product can be ordered. From and after the LOD, no new quotes for such units will be issued or accepted.

End of Maintenance (EOM) Date

From this date, no releases (e. g. fixes, updates, etc.) will be available for EOL product.

End of Support (EOS) Date

From this date, all Genesys Maintenance and Support obligations will cease.

Genesys confidential and proprietary information.
Unauthorized disclosure is prohibited.

7