

# Spectades HxGN EAM Cloud

## Upgrade and Software Release Policy

### 1. Overview

The purpose of this policy is to describe the release, upgrade and update cycles, customer notices, timing, as well as other pertinent information such as types of upgrades and updates for all the Software Products that are listed in table below, so customers understand and appreciate the nature and pace of these efforts. Defined terms not explicitly defined herein shall be as defined in the Spectades HxGN EAM Cloud Services Agreement.

### 2. Scope

The Cloud Services follow the **Automatic Update**.

#### Automatic Update

For Software Products that have Automatic Updates (See table in Section 3 herein for the Software Products that have Automatic Updates), Spectades will automatically apply the update via “Continuous Delivery” automation. The list of Software Products that fit under this category is subject to change at Spectades’s discretion. The following are features of Automatic Updates:

- The design of the releases is minimally disruptive. No pre-testing or acceptance is required.
- The Automatic Update process does not require additional Consulting Services for the Software Product (excludes Extensibility).

### 3. Software Product Automatic Update & Managed Upgrade

Software Product Title	Automatic Update (Hexagon Controlled)	Managed Upgrade (Hexagon & Customer Coordinated)	Version Requirement
HxGN EAM	X		Latest
HxGN EAM Databridge Pro	X		Latest
HxGN EAM Python Studio	X		Latest
HxGN EAM Constraint Optimizer	X		Latest
HxGN APM	X		Latest

Notwithstanding if the Software Product requires a Managed Upgrade, in the event that the specific version of the Software Product used by Customer results in a security vulnerability to the Customer Environment, the Cloud Environment or Cloud Services, the Customer shall be required to upgrade to the current patched version of the applicable Software Product.

For best performance, it is recommended to stay current on the most recent upgrade, update and releases. Customer shall use commercially reasonable efforts to never be less than the upgrade immediately prior to most current version available.

Customer acknowledges that a hot fix may not be available for an issue in a less than most current version and the provision of the most current upgrade, update or release that includes the resolution to the issue shall constitute an acceptably closed Service Incident whether the upgrade, update or release is applied by Customer or not.

## **5. Customer Notification Policies**

The Cloud Services team strives to perform service maintenance without impact to service availability. For Automatic Updates that are expected to impact service availability, or are otherwise considered high-risk, Spectades reserves the right to declare an Emergency Maintenance window. For Automatic Updates for Planned Service updates and upgrades customers will receive maintenance notifications at least five (5) business days prior to the planned maintenance.

## **6. Extended configuration and customization**

Spectades acknowledges every Customer Environment is unique and may contain extended configuration or customization which are not supported as part of a Software product release. For a Software Product that falls under the category of Managed Upgrade, additional Consulting Services are required to review and work on the necessary requirements in addition to the base Software Product upgrade. Additional Non-Production Customer Environments are recommended for Software Products that require Managed Upgrades.

## **7. Exclusions**

For the Software Products with Managed Upgrades, the Monthly windows scheduled by Spectades for the provision of Planned Maintenance may not be used to perform major or minor version upgrades, updates or releases of the Software Products for the Customer. Specific and separate windows shall be scheduled with the Customer in advance prior to Managed Upgrade of the Software Products being performed and will be considered Planned Maintenance for the Critical Service Level calculations.

Training is not included with any update and upgrade.