

## **Enterprise 11 End of Sale Frequently Asked Questions**

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## Enterprise 11 End of Sale Notification Questions

### When is the End of Sale (EOS) of Enterprise 11?

- A. The End of Sales (EOS) for Enterprise 11 is March 1, 2021.

### What does EOS of Enterprise 11 entail?

- A. As of March 1, 2021, the Enterprise 11x software release family will no longer be available for purchase by new customers. As of this effective EOS date, no more enhancements will be added to the release and only customers who are expanding existing Enterprise 11.x installations can purchase new licenses solely for this purpose. The Enterprise 11x software release family also includes the corresponding IQ Bot and Bot Insight versions as two distinct additional products.

On or before the March 1, 2021 End of Sales date, we plan to communicate the 11.x Enterprise Software Release Family End of Maintenance (EOM) and End of Life (EOL) dates

### What products are included in this EOS notification?

- A. The EOS notification applies to the following products:
- Enterprise 11.3.5.x and previous versions (all major and minor releases)
  - IQ Bot 6.x, 11.x and previous versions compatible with Enterprise 11
  - Bot Insight for Enterprise 11

### Why did Automation Anywhere announce Enterprise 11 EOS?

- A. Since October 2019, Automation Anywhere has offered Enterprise A2019, the latest version of the platform. Enterprise A2019 has been built from the ground up as the world's only purely web-based, cloud-native Digital Workforce platform. In addition to the advantages of its cloud-native architecture, Enterprise A2019 includes advancements such as native integration with Discovery Bot, IQ Bot, and Bot Insight to deliver an end-to-end automation experience that is continuously improving. Now that Enterprise A2019 has gained maturity and more advancements than Enterprise 11, the focus for Automation Anywhere will be on delivering the best possible experience for our customers and partners on the latest platform.

### What are the key dates and important steps to be aware of?

- A. The following timeline for Enterprise 11x follows the Automation Anywhere product lifecycle policy.
- **End of Sale (EOS)** effective date: March 1, 2021
    - No more new customers on Enterprise 11x
    - No new product enhancements
  - **End of Maintenance (EOM)** effective date: Sep 1, 2021 (6 months from EOS)
    - No more code changes (no more bug fixes)

- **End of Life (EOL)** effective date: Sep 1st, 2022 (12 months from EOM)
  - The Enterprise 11x release family is no longer supported

### **What will happen to current bugs or enhancement requests my organization had filed?**

A. If you have questions or concerns about specific bugs or enhancement requests, you can discuss these directly with your Automation Anywhere Customer Success or Account Manager.

### **When is Enterprise 11 End of Maintenance (EOM) and what does it mean?**

A. The Enterprise 11 Software Release Family End of Maintenance (EOM) date is September 1, 2021. As of the effective EOM date, limited technical support for the Enterprise 11.x Software Release Family will continue until the End of Life (EOL) date. In the EOM period, technical support will no longer incorporate bug fixes into the Enterprise 11.x Software Release Family. Further, as of the effective date, existing Enterprise 11.x Software Release customers will no longer be able to purchase new licenses. During the EOM period, Automation Anywhere support will direct customers with support issues to any existing fixes, patches and/or workarounds applicable to the reported case and may direct customers to upgrade to a more current release of the software.

### **When is Enterprise 11 End of Life (EOL) and what does it mean?**

A. The Enterprise 11 Software Release Family End of Life (EOL) date is September 1, 2022. As of this effective date, Automation Anywhere will no longer provide technical support for the 11.x Enterprise Software Release Family. The software files and images will then be removed from the Automation Anywhere download sites. Product information will then be limited to historical material that may be available in the Automation Anywhere documentation or in other online resources, any or all of which may be removed at any time after the EOL date.

### **Will Automation Anywhere provide further notification for EOM and EOL?**

A. Yes, Automation Anywhere will publish EOM dates and provide notice prior to the effective EOS date of March 1, 2021, and will subsequently follow the same procedure for EOL.

### **What product should Enterprise 11 customers migrate to?**

A. We recommend that customers begin preparing to migrate to Enterprise A2019, the latest Automation Anywhere platform. Enterprise A2019 has been built from the ground up as the world's only purely web-based, cloud-native Digital Workforce platform. With the cloud option, customers benefit from:

- **Faster time to value:** Be setup and running fast with the fully web-based experience. Enable citizen developers to build bots with no-code/low-code capabilities.
- **The best technology:** Always be on the latest technology with automatic updates delivering enhancements on a regular cadence.
- **Best-in-class security:** ISO27001 cybersecurity compliance ensures secure development and cloud operations along with stringent data security built into the platform.
- **Infinite scale:** the ability to scale easily as needed both horizontally and vertically.
- **Lowest Total Cost of Ownership:** no infrastructure maintenance and overhead even as you scale.
- **End-to-end automation:** In addition to the advantages of being cloud-native, Enterprise A2019 includes advancements such as native integration with Discovery Bot, IQ Bot, and Bot Insight to deliver an end-to-end automation experience that is continuously improving.
- And much more

#### **Where can I learn about Enterprise A2019?**

A. The following resources can help you learn about Enterprise A2019

- [Automation Anywhere website](#)
- [Documentation Portal](#)
- [Automation Anywhere University](#)
- [Getting started videos](#)
- [Automation Anywhere Partner Portal](#)

#### **When will migration from Enterprise 11 to Enterprise A2019 be available?**

A. Our goal is to make the migration experience as easy and fast as possible for all customers. We will communicate the migration rollout plan to customers and partners very soon.

#### **Where can I more information or specific questions answered?**

A. Our team is available and ready to help you with any questions you may have. Please feel free to reach out directly to your Automation Anywhere Customer Success or Account Manager at any time.

## **Enterprise 11 Free Trial Discontinuation**

#### **When will Enterprise 11 Free Trial be discontinued?**

A. Enterprise 11 Free Trial will be discontinued on October 1, 2020, 12:00 am PT.

**What does the discontinuation of Enterprise 11 Free Trial entail?**

- A. As of October 1, 2020, Enterprise 11 Free Trial will no longer be available for use and access to this version of the product will terminate on this date, including access to any bots that were built.

**Will Enterprise A2019 Free Trial continue to be available?**

- A. Yes, Enterprise A2019 Free Trial will remain available.

**What happens after the Enterprise 11 Free Trial discontinuation date?**

- A. Enterprise 11 Free Trial users can move to the process of purchasing or can enroll in the Enterprise A2019 Free Trial.

**I just signed up for Enterprise 11 Free Trial. Can I continue to use it?**

- A. Yes, anyone who signs up for Enterprise 11 Free Trial prior to October 1<sup>st</sup> can use the product for the full duration of the 30-day trial period.

**Can I request an extension for my Enterprise 11 Free Trial?**

- A. At this time no extensions will be made available for any in-progress Enterprise 11 Free Trial accounts.

**When I complete my Enterprise 11 Free Trial, what product should I buy given the announcement of the Enterprise 11 End of Sale date?**

- A. The Automation Anywhere sales team will be able to assist you in choosing the right platform for your business needs.