

### ABOUT SYSGO'S ROADMAP

For standard products like ElinOS, SYSGO is performing continuous product development following the product roadmap as well as error corrections and feature enhancements. We provide customers regular product releases and updates as described in our roadmap.

Product versions and releases are identified by three-digit number A.B.C:

- A = Major Release
- B = Minor Release and
- C = Service Release

### SUPPORT

One of the biggest customer pain points in embedded software development is how to maintain the project branch code. SYSGO has long experience in handling support tickets and we have customers who need long term support up to 25 years. Our Linux distribution ElinOS is the only embedded Linux distribution offering a 5 year standard product maintenance period.

SYSGO provides two types of support for its standard products:

The baseline is the **Standard Product Support** that covers the basic questions on the use of the product (installation,

tools, usage etc.) via E-Mail. It includes the Update Service covering updates to all newer releases of the supported product.

Standard Support can be upgraded to **Premium Support**, that offers more customer-specific support with direct contact to engineering. Details can be acquired by the relevant SYSGO Sales person. Our online SYSGO Support Network is available for our standard products and is well perceived by our customers.

For more information, please contact [support@sysgo.com](mailto:support@sysgo.com)

### END OF LIFE OVERVIEW

Product	Version	Release	EOL
ElinOS	5.2	2012-07	2019-12
ElinOS	6.0	2014-07	2021-09
ElinOS	6.1	2016-05	2021-12
ElinOS	6.2	2017-10	2023-12
ElinOS	7.0	2020-05	2025-08
ElinOS	7.1	2022-03	2027-04
ElinOS	7.2	2024-04	2029-04