

End of Support Parts and Explanation

Maximo Asset Management (EAM)
Maximo Application Suite (MAS)

Table Of Contents

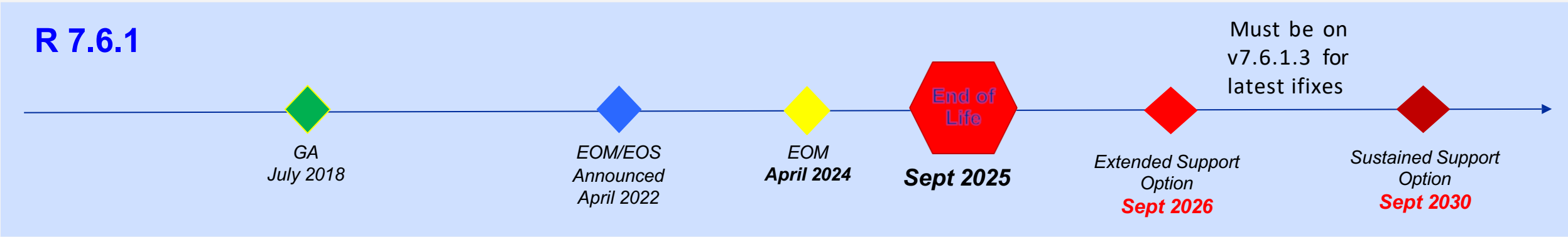
- [Maximo Asset Management Parts](#)
- [Maximo Application Suite Dual Entitlement](#)

Maximo
Asset
Management
(EAM)

End of Support (EOS)
Parts and Explanation

Maximo EAM Lifecycle Updates

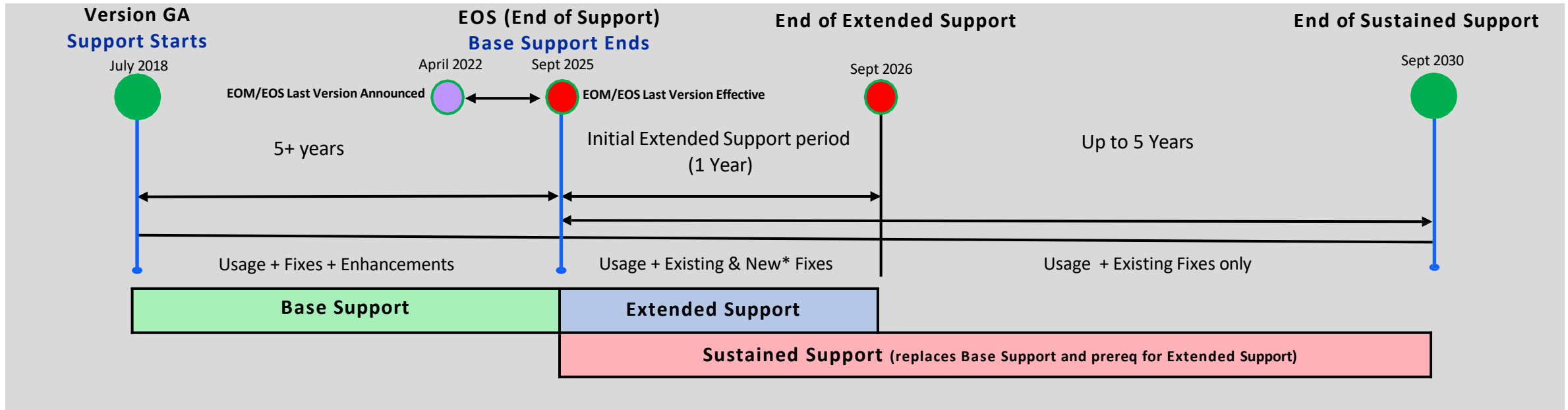
	DESCRIPTION	DATE
Announce End of Market (EOM & EOS)	Announcement Letter published IBM Announcement Letter #922-024	April 12, 2022
End of Marketing (EOM)	EOM and New Support Parts are available for purchase	April 19, 2024
End of Support (EOS)	Update Support Plans and Lifecycle page	Sept 30, 2025



IBM Extended Support: Enables clients continued access to IBM Support for "how to" questions, usage issues, known defects published in IBM Fix Central, and new critical sev1 defects (no security fixes) after IBM standard support ends for 7.6.1.x.

IBM Sustained Support: Enables clients to continue to get support for "how to" questions, usage issues, and known defects published in IBM Fix Central after IBM standard/extended support ends for 7.6.1.x. IBM Sustained Support does not include support for new defects or new security fixes.

Customers on Maximo EAM 761x Parts and Licensing Agreement



Sustained Support: Replaces Base S&S Support

- Available up to 5 years after EOS date – ends Sept 30, 2030.
- Available for the last supported version and fix pack.
 - EAM 7613 and latest IS/Add-on releases/fix pack
- Support access for usage and existing fixes only, no security fixes.
- New PassPort Advantage part purchase required

Extended Support: available for first year after EOS date

- Extended Support is be sold with Sustained Support.
- Available for 1 year after EOS date – ends Sept 30, 2026.
- Available for the last supported version and fix pack.
 - EAM 7613 and latest IS/Add-on releases/fix pack
- Support access for usage, existing and new critical Sev1 bug fixes, no proactive security fixes.
- New PassPort Advantage part purchase required

Customers on EAM 761x Parts and Licensing - Comparison Chart

	NEW Extended Support (1 year - up to Sept 30, 2026)	NEW Sustained Support (5 years up to Sept 30, 2030)
What's Provided:		
Best Effort Support	✓	✓
Support for routine Usage and How-to questions	✓	✓
Basic Troubleshooting	✓	✓
Access to documentation, technotes & other online product material	✓	✓
Standard SLO's apply (i.e., 24/7 severity 1)	✓	✓
Unlimited number of technical support incidents	✓	✓
IBM will also provide existing code patches and fixes	✓	✓
English only support	✓	✓
Critical Sev 1 defect fixes in first year	✓	X
	IBM will not develop or provide new patches or fixes	IBM will not develop or provide new patches or fixes
CRITICAL Considerations		
• No new proactive security fixes will be provided		
• No new features or enhancements		
• No new development analysis of new defects		
• No support for Supporting Programs and 3rd part components		

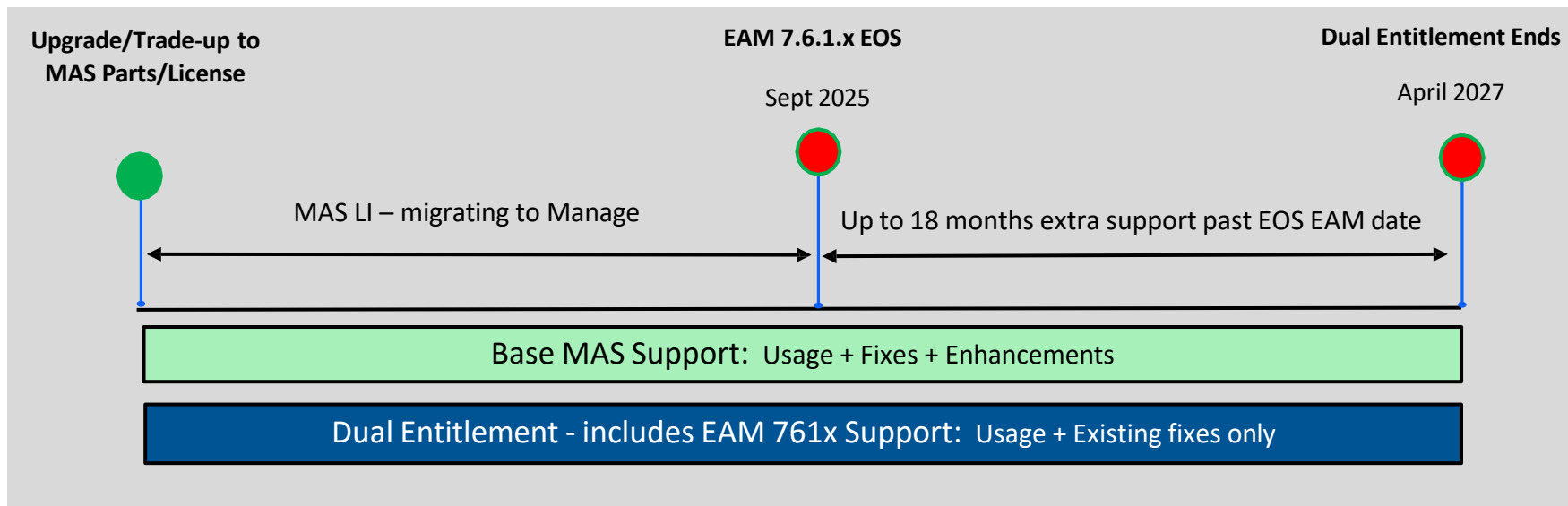
Maximo
Application
Suite
(MAS)

MAS and EAM Dual Entitlement

Customers on Maximo Application Suite License Agreement

Maximo EAM 761x Dual Entitlement in MAS

- For customers that have moved to MAS parts and LI commercially and are in the process of migrating to Manage.
- **Dual Entitlement for both EAM 761x and MAS 8.x up to 18 months past EAM EOS date.**
 - **NOTE: Customers must move to Manage by April 2027 date if support for both platforms is required.**
- EAM 761x Support access is for usage and existing fixes only
 - Available for the last supported version and fix pack
- No new MAS or EAM part purchase is required – IBM is offering this service for our customers to help them during this migration process as part of the S&S of the MAS purchased parts.



Dual Entitlement in MAS

EAM 761x Support	Dual Entitlement Support under MAS LI (up to April 2027)
Best Effort Support	✓
Support for routine Usage and How-to questions	✓
Basic Troubleshooting	✓
Access to documentation, technotes & other online product material	✓
Standard SLO's apply (i.e., 24/7 severity 1)	✓
Unlimited number of technical support incidents	✓
IBM will also provide existing code patches and fixes	✓
English only support	✓
Critical Sev 1 defect fixes in first year	X
CRITICAL Considerations:	
IBM will not develop or provide new patches or fixes	
No new proactive security fixes will be provided	
No new features or enhancements	
No new development analysis of new defects	
No support for Supporting Programs and 3 rd part components	