

| Lifecycle Stage | Current | Legacy |
|-----------------------------|------------------------|----------------------------------|
| Period | 5 years | >5 years |
| Support | | |
| Knowledge Library | Yes | Yes |
| Web-Based Expert Assistance | Yes | Yes |
| Direct Expert Assistance | Yes, with Standard SLA | Yes, with Long Term Support SLA |
| Maintenance | | |
| Defect Resolution | Yes, with Standard SLA | Only critical defects, on demand |

SYSTEM REQUIREMENTS