End of Sale Announcement – Viz Helix

Disclaimer

The information in this document is believed to be correct as of the date of publication. However, our policy is one of continual development, so the information in this guide is subject to change without notice and does not represent a commitment on the part of Vizrt.

Technical Support

For technical support and the latest news of upgrades, documentation, and related products, visit the Vizrt website at www.vizrt.com.

End of Sale and End of Life for Viz Helix version 1.1.0 and all older versions

Updated: 11th of June 2021

Vizrt announces the end-of-sale for Viz Helix version 1.1.0 and all older versions. The last day to order Viz Helix is the 30th of September 2021. Customers with active support and maintenance contracts will continue to receive support from Vizrt until the 30th of September 2023. Special customer agreements may supersede this notice.

Table 1 describes the end-of-life milestones, definitions and dates. Table 2 lists the affected products and items.

Table 1. End-of-Life Milestones and Dates for Viz Helix

Milestone	Definition	Date
End-of-Sale Date	The last date to order the product as part of a purchase order from Vizrt. The product is no longer for sale after this date.	15th of June, 2021
End of Software Maintenance Releases Date	The last date that Vizrt may release any final software maintenance releases or bug fixes. After this date, Vizrt will no longer develop, repair, maintain, or test the product software.	15th of June, 2023
End of New Service Attachment Date	For equipment and software that is not covered by a Support and Maintenance contract, this is the last date to order a new service-and-support contract or add the equipment or software to an existing service-and-support contract.	15th of June, 2022
End of Service Contract Renewal Date	The last date to extend or renew a Support and Maintenance contract for the product. The extension or renewal period cannot extend beyond the last date of support.	15th of June, 2022
Last Date of Support	The last date to receive service and support for the product. After this date, all support services for the product are unavailable, and the product becomes obsolete.	15th of June, 2023

Table 2. Products Affected by This Announcement

End-of-Sale Product Name and Code	Product Description
Viz Helix™ - Automated Metadata for Viz One (HLX-META4V1)	Viz Helix™ workflow orchestration with toolset for Automated Metadata in Viz One™. This software license includes * The Modeler and Admin interface * Ability to connect to a single Viz One system * Up to 10 process models * Pre-made process model examples * Ability to run a staging system for testing * Vizrt High Support (24x7)

REPLACEMENT SOLUTION

There is no direct replacement solution for Viz Helix from Vizrt. We will continue working with partner solutions on a per-case basis as we also have done in the past. Any potential replacement with a third-party solution will not be covered under existing support agreements. For more information, please contact your sales account manager or Customer Success representative.

FOR MORE INFORMATION

For more information about the Vizrt end-of-life product policy, go to:
http://www.vizrt.com/end-of-life/

For additional information, please contact:

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