



OMNIS SOFTWARE LONG-TERM SUPPORT (LTS)

PEACE OF MIND FOR SOFTWARE USERS
IN REGULATED ENVIRONMENTS



YOUR BENEFITS OF USING OMNIS SOFTWARE WITH LTS:

- Peace of mind: Stable system performance guaranteed for 5 years (from release of the concerned OMNIS LTS Version)
- Guaranteed support in case of critical software defects
- IQ/OQ support
- Reduced need for re-qualification and re-validation because updates are only released in case of critical software defects

LTS FOR OMNIS SOFTWARE

Software development is a dynamic process. New features are continuously added, and existing features improved making new releases and versions even more powerful. However, the very nature of this dynamic process poses certain risks and can result in higher costs.

LTS is the best solution especially in sensitive, strongly regulated environments. It guarantees stable, flawless system performance over an extended time period.

NEVER CHANGE A RUNNING SYSTEM!

LTS is a policy in which a stable release of computer software is maintained for a longer period than for the standard version.

It provides peace of mind that there is no risk from frequent software updates and releases to flawlessly running systems. LTS is recommended especially for systems ...

- that do not need additional functionalities.
- that require sophisticated qualification and validation processes before they can be put into operation.

WHAT ARE YOUR BENEFITS WITH LTS?

LTS is particularly recommended if you are working in a regulated environment and computer system compliance is a must. OMNIS Software with LTS ...

- guarantees availability of full service and support, including IQ/OQ, for an extended period of 5 years.
- guarantees stable system performance – no new features are added, performance stays as is.
- minimizes the need for system re-qualification and re-validation because your OMNIS LTS Version is only updated in the rare case of critical software defects.

OMNIS SOFTWARE LTS VS. STANDARD VERSION – WHAT’S THE DIFFERENCE?

After the release of an OMNIS LTS version and installing it in combination with a compliance license, you qualify for the extended support period of 5 years. These are the differences:

FEATURES	LONG-TERM SUPPORT (LTS) VERSION	STANDARD VERSION
Software support guarantee	Support guaranteed for 5 years from release	Support guarantee expires after release of next version
Service guarantee	Serviceability of all parts guaranteed for 5 years from release	Serviceability of all parts guaranteed until release of next version
IQ/OQ support	Fully documented computer system qualification with full documentation according to FDA 21 CFR Part 11 and EudraLex, Volume 4, Annex 11 available	IQ/OQ not available
Re-qualification	Re-qualification available	Re-qualification not available

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