

Formate Software - End of Life (EOL)

An EOL date for Formate software has now been set for Dec 31st 2018. Formate has been superseded by Formate eVo which is the current product and will be supported and developed going forward.

For more information go to [What's New in Formate eVo](#) or www.Formate-eVo.com

FAQs

Do I need help to migrate my current Formate processes over to Formate eVo?

This really depends on your Formate skillset and the complexity of your current application – for complex applications, we suggest that you purchase some professional services to help with your migration. Document Genetics will be happy to advise which services are recommended. For sites with SOHO/LITE you will need to purchase professional services.

Will Formate software be supported until the EOL date?

Yes, customers who have software maintenance in place will receive help desk support and critical technical fixes.

Will Formate be developed until the EOL date?

No, all new development is now going into Formate eVo.

Will Formate be certified for use with new MS Windows operating systems until EOL?

No, only Formate eVo will be certified for new Windows operating systems.

Is there an upgrade or migration policy to Formate eVo?

Yes, there is a migration policy which allows existing Formate customers with a current maintenance agreement to move over to Formate eVo at a reduced cost. [***Click here for detailed information and pricing***](#) or go to [***http://goo.gl/GSInfQ***](http://goo.gl/GSInfQ)

If I migrate over to Formate eVo can I run both products side by side while I transfer my Form Types from Formate to Formate eVo?

Yes, there is a grace period of 6 months to allow you to move your current applications over and test. This grace period can be extended by special request for a further 6 months at a charge of £300. At the end of the grace period Formate must be removed.

Can I carry on using Formate past the EOL date?

Yes, but we can't provide software maintenance (i.e. helpdesk support, technical fixes and free version upgrades).

Will you provide any level of support if I continue using Formate software past the EOL date?

Document Genetics will (where possible) provide ad hoc technical advice and this will be charged at our standard professional services rates (min 2 hours blocks).

If you have any other questions regarding Formate software, please contact Document Genetics on support@document-genetics.co.uk or Tel: 01604 671177

