SmartSpend™ Bulletin

Microsoft End of Support Update 2021 – Which Products are Up Next and How to Prepare

More than 40 Microsoft products will either reach end of support in 2021 or move to Extended Support. For products reaching end of support, customers face a decision to either upgrade or take risks associated with running the unsupported product in their IT ecosystem. In this bulletin, we review the list of products that will be sunset in 2021 and some factors Microsoft enterprise customers should consider as they prepare for these events.

In 2020, more than 100 Microsoft offerings either reached end of support or moved to extended support. At just over 40 offerings, the list for 2021 is substantially shorter but still includes several popular enterprise products like Windows 10 and BizTalk Server 2010. When the majority of these products reach end of support, no new security updates, non-security updates, free or paid assisted support options, or online technical content updates will be issued.

Here is a current list of Microsoft products that will reach end of support in 2021:

PRODUCTS GOVERNED BY MICROSOFT'S MODERN POLICY	END OF SUPPORT DATE
WINDOWS 10, VERSION 1809 (ENTERPRISE, EDUCATION, IOT ENTERPRISE) **WINDOWS 10, VERSION 1909 (HOME, PRO, PRO EDUCATION, PRO FOR WORKSTATIONS)** **WINDOWS SERVER, VERSION 1909 (DATACENTER, STANDARD**	May 11, 2021

continued...

PRODUCTS GOVERNED BY MICROSOFT'S <u>MODERN POLICY</u> (CONT'D)	END OF SUPPORT DATE
SKYPE FOR BUSINESS ONLINE	July 31, 2021
SILVERLIGHT 5	October 12, 2021

PRODUCTS GOVERNED BY MICROSOFT'S <u>FIXED POLICY</u>	END OF SUPPORT DATE
BIZTALK SERVER 2010 (ALL EDITIONS) **HOST INTEGRATION SERVER 2010** **MICROSOFT SYNC FRAMEWORK 2.1**	January 12, 2021
LYNC 2010 (ALL EDITIONS) **LYNC SERVER 2010 (ALL EDITIONS)** **MICROSOFT ENTERPRISE DESKTOP VIRTUALIZATION 2.0** **WINDOWS EMBEDDED COMPACT 7** **PERFORMANCEPOINT SERVICES IN SHAREPOINT SERVER 2010** **PROJECT SERVER 2010** **SHAREPOINT SERVER 2010**	April 13, 2021
DYNAMICS RETAIL MANAGEMENT SYSTEM 2.0 (ALL EDITIONS) **DYNAMICS CRM 2011** **DYNAMICS SL 2011** **SQL SERVER COMPACT 4.0** **WINDOWS MULTIPOINT SERVER 2011 (ALL EDITIONS)**	July 13, 2021
BITLOCKER ADMINISTRATION AND MONITORING 1.0	September 14, 2021
DYNAMICS AX 2009 **DYNAMICS AX 2012** **DYNAMICS AX 2012 R2** **MICROSOFT DIAGNOSTICS AND RECOVERY TOOLSET 7.0** **WINDOWS EMBEDDED POSREADY 7** **WINDOWS THIN PC**	October 12, 2021

SERVICE PACKS GOVERNED BY MICROSOFT'S <u>FIXED POLICY</u>	END OF SUPPORT DATE
VISUAL STUDIO 2019 VERSION 16.0	January 12, 2021

Microsoft is also moving several products from Mainstream to Extended Support in 2021. Per Microsoft, Extended Support includes security updates at no cost, and paid non-security updates and support. Once a product is in Extended Support phase, Microsoft does not accept requests for design changes or new features.

PRODUCT	END OF MAINSTREAM SUPPORT
ADVANCED THREAT ANALYTICS 1.X **DYNAMICS 365 (CRM 2016)** **MICROSOFT IDENTITY MANAGER 2016**	January 12, 2021
DYNAMICS C5 2016 **DYNAMICS NAV 2016** **MICROSOFT DIAGNOSTICS AND RECOVERY TOOLSET 10**	April 13, 2021
DYNAMICS GP 2016 **DYNAMICS GP 2016 R2** **INFOPATH 2013** **PROJECT SERVER 2016** **SHAREPOINT DESIGNER 2013** **SHAREPOINT SERVER 2016** **SQL SERVER 2016**	July 13, 2021
DYNAMICS AX 2012 R3 **WINDOWS 10 ENTERPRISE 2016 LTSB** **WINDOWS 10 IOT ENTERPRISE 2016 LTSB**	October 12, 2021

PREPARING FOR END OF SUPPORT

Microsoft customers have limited options when a product reaches end of support – upgrade to the latest cloud or on-premise version of that product, remain on the existing version and absorb the business risk, or (if eligible) enroll in Microsoft's Extended Security Update Program.

As customers navigate this decision, they should ask the following questions:

- What is the cost to upgrade? Does an upgrade align with the organization's internal IT roadmap? Remember, Microsoft is highly motivated to move customers to the newest versions of their offerings, particularly those that are cloud-based. In many cases, the deal window is open for customers that decide to make the move. But customer readiness is key and in many cases there are technical environment factors that add cost, complexity and risk to the equation.

- Can the organization tolerate the risk of using unsupported Microsoft technology? If an application or business process stops working (because, for example, changes to the underlying operating system cause an unsupported Microsoft technology to fail), what is the impact on the business? Do the unsupported technologies have information security implications? Industry data suggests the average 2020 cost of a security breach for U.S companies approaches $4M. This doesn't take into account the impact on company/brand reputation and shareholder value.

Customers that choose to remain on unsupported offerings could find themselves vulnerable to security flaws that are no longer Microsoft's responsibility to identify and fix.

- **If available, what is the cost of extended support?** Extended support is available for some offerings, but at a price. Often the dollars spent towards extended support could make a sizeable dent in the cost to migrate to a newer version.

- **If applicable, why does the organization want to remain on an unsupported version?** It's a rudimentary question, but an important one as it uncovers bigger issues related to the alignment between the customer's IT roadmap and Microsoft's. When faced with this question many companies find that they don't have a clear answer, and it is the catalyst for a broader analysis of technical strategy.

It's important to understand the fine print governing end of support for Microsoft products. Like most things Microsoft, cost-optimized navigation of the changes requires expert clarification of contractual terms, well-planned alignment of the customer's IT roadmap with Microsoft's roadmap, and insight into Microsoft's motivations and business objectives.

ABOUT NPI

NPI is a spend management consulting firm that protects companies from overspending in three cost categories where pricing is opaque, complex and inconsistent – information technology, telecommunication and transportation. Using price benchmark data and vendor-specific cost reduction expertise, NPI helps clients assure that each purchase is priced at or below fair market value and program selection, licensing and business terms are cost-optimized. Reviewing more than 14,000 purchases annually, NPI provides objective oversight for billions of dollars of strategic spend for its clients. To learn more about how NPI can help your company start saving today, visit www.npifinancial.com or call 404-591-7500.

NPI Headquarters

271 17th Street

Suite 550

Atlanta, GA 30363

T 404-591-7500

F 404-591-7501

E info@npifinancial.com

NPI Real experts. Real data. Real savings.