

End of Life (EOL) vs. End of Service Life (EOSL) Tip Sheet



What is End of Life?

End of Life (EOL) means the OEM will no longer market, sell, or update your equipment after a certain date. These dates are determined by Dell, IBM, HPE, etc. and go into effect at different times depending on the system. **End of Life may also be referred to as End of Sale.**



What is End of Development?

End of Development (EOD) is when the OEM ends production of the equipment's operating system - meaning software updates and patches are no longer released. At this time, equipment may have limited post-warranty OEM support options.



What is End of Service Life?

End of Service Life (EOSL) or End of Support Life are phrases OEMs use to indicate the ending of services and updates for server, storage and network equipment. At this point, the OEM no longer sells, provides updates, or renews support contracts on these systems. **End of Service Life may also be referred to as End of Support.**

OEM WARRANTY SUPPORT		POST-WARRANTY SUPPORT	
General Availability / Sale Date (GA)	End of Life / End of Sale (EOL or EOS)	End of Development (EOD)	End of Service Life / End of Support (EOSL)
0-3 Years New equipment is introduced and sold on the market. OEM warranty support is available.	3-6 Years OEM begins issuing EOL updates starting at Year 5. OEM no longer producing or selling equipment. TPM is available for most brands of server, storage and network equipment.	6-12+ Years OEM has ended all development of the equipment and OS. OEM support renewal may no longer be available. TPM or limited OEM support is available.	6-12+ Years OEM begins issuing EOSL updates and will stop or outsource support. OEM no longer sells, provides OS updates, or renews support agreements. OEM support not available. TPM can continue supporting most brands of server, storage and network equipment.



What Does EOL or EOSL Mean for My Data Center?

These OEM-designated stages mean a parting of ways between your equipment and the full support of the OEM. The good news for you is that you have additional support options. EOL and EOSL can signal the opportunity for significant savings while extending the life of your working equipment. TPM providers have access to most OEM equipment updates, hardware and more.



Does the OEM Support My EOL or EOSL Equipment?

In certain cases, the OEM will continue to provide support. However, the coverage may offer limited support services and increased pricing as time goes on. **It's important to note that these support costs are typically inflated.**



Do I Need to Refresh My EOL or EOSL Equipment?

If you find yourself being directed to a new purchase or expensive post-warranty support, take a moment to review your immediate and future data center needs. You can extend the life of your EOL and EOSL equipment while experiencing major savings with the help of third-party maintenance. Server, storage and network parts are available long after the OEM turns off the light for certain equipment. TPM providers have access to high-quality OEM parts from trusted channels to maintain the full functionality of your EOL and EOSL equipment.



How Do I Find EOL and EOSL Dates?

In some cases, the OEM will announce a product's End of Life and End of Service Life dates. But it's easy to overlook or lose track of those dates. You may need to take on the time and cost of a hardware refresh. Key factors that should help you determine if an upgrade is necessary to include software compatibility, hardware computability between devices and if your performance capacity has been exceeded. If your equipment is meeting your immediate needs, delaying your refresh can improve the value of your original investment.

Find accurate EOL and EOSL dates across multiple vendors by searching our online database!
<https://serviceexpress.com/resources/eol-eosl-database/>



You can rely on your EOL and EOSL equipment performance and lower the support costs with third-party maintenance.

Third-party maintenance is your OEM support alternative for your data center hardware/infrastructure/environment. **Visit <https://serviceexpress.com> to find out more about third-party data center maintenance.**