

RecChat – RecTrac 10.3 End of Life Discussion

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Contents

RecChat – 10.3 EOL.....	4
General questions and response	4
When is end of life for RecTrac 10.3?	4
What is the end of life for Golf?	4
For records retention, we have kept our 10.3. Laws require us to keep it for the next 7 years or so. Will we have any issues if we need to retrieve information during that time or will it just be support that we no longer have?	4
When migrating, does the info convert from 10.3 to 3.1?	4
We are working on our budget for next fiscal year now which begins April 1, 2021. Will we be able to schedule a migration between April 1st and June 30th and the cost discussed?	4
We are interested in migrating to 3.1, but we are currently paying for the "whole house" when we only utilize the "living room" of the software. Simply put, we're paying for much more than we use, so I'm interested in learning how, or if, we can do an a la carte type of migration?.....	4
We decided not to migrate everything, as our database was huge! Can we still view info in 10.3 that we did not migrate.?	5
What is the typical time frame to migrate from 10.3 to 3.1.....	5
Is your staff doing virtual training instead of being on site? Would that save on the travel fees?	5
How would I know if it is better to convert the 10.3 data or to start over for a 3.1 migration?	5

RecChat – 10.3 EOL

General questions and response

When is end of life for RecTrac 10.3?

6/30/2021 will be end of development life, with extended support as an option.

What is the end of life for Golf?

RecTrac 10.3 and GolfTrac 10.3 are on the same schedule.

For records retention, we have kept our 10.3. Laws require us to keep it for the next 7 years or so. Will we have any issues if we need to retrieve information during that time or will it just be support that we no longer have?

No issues - you can continue to keep your 10.3 instance running but also remember that your data will transfer to 3.1.

When migrating, does the info convert from 10.3 to 3.1?

Yes, all the data from 10.3 moves to 3.1 depending on the decisions you make during the migration process.

We are working on our budget for next fiscal year now which begins April 1, 2021. Will we be able to schedule a migration between April 1st and June 30th and the cost discussed?

Yes, we still have openings for migrations in 2021.

We are interested in migrating to 3.1, but we are currently paying for the "whole house" when we only utilize the "living room" of the software. Simply put, we're paying for much more than we use, so I'm interested in learning how, or if, we can do an a la carte type of migration?

We suggest reaching out to sales and see whether you can remove some modules from annual maintenance.

We decided not to migrate everything, as our database was huge! Can we still view info in 10.3 that we did not migrate.?

You still own your 10.3 database, so you can keep it running on existing hardware as long as your IT agrees to support it.

What is the typical time frame to migrate from 10.3 to 3.1.

Depends on the database size but with planning, training etc., it is usually a 3-month process with several hours' time commitment per week for a lead user to prepare. The week of go-live for migrations can usually be completed in 3-5 days.

Is your staff doing virtual training instead of being on site? Would that save on the travel fees?

All training is currently remote, so that eliminates the cost of travel expenses.

How would I know if it is better to convert the 10.3 data or to start over for a 3.1 migration?

You will have a discovery call to begin the migration discussion. During that call, your trainer will discuss the benefits of both paths to help you arrive at that decision.