End of Life (EoL) Announcement

Student Information Desk

VERSION: 1

DATE OF VERSION: 3RD JULY 2023

1. PRODUCT NAME

Student Information Desk (SID), formally called Enterprise Service Desk (ESD) formally enters its End of Life Cycle from now and will be retired as a product on **31st July 2025**.

2. EOL PROFILE

SID is a category B product but is a special case previously identified in our EoL policy and we are therefore providing an EoL period of 2 years 1 month.

3. SUMMARY DECISION

The SID product and its related capabilities have now been overtaken in terms of technical and user functionality by comparative products and solutions within the Tribal product range. SID at its core, is an on-premise solution and whilst it has served the needs of universities support teams for over a decade it is now no longer possible to continue to develop and support the product when there are more modern and capable products in the Tribal product portfolio. Therefore, we are taking the difficult decision to withdraw SID from the market and cease support.

We see an increasing need to improve the student support experience and to increase efficiency in university support teams. This includes efficient processes and improved modes and channels of engagement with students through a more integrated and intelligent SaaS (Software as a Service) solution. Our move away from the current SID product towards D365 and the Power Platform allows us to make those advanced capability available and this would not have been possible with SID.

4. SUMMARY OF REPLACEMENT OR ALTERNATIVE SOLUTION

Within the Tribal product range, we offer 2 comparable solutions (depending on the institution's requirements) that surpass the technical functionality of SID and these are already available to existing SID customers.

- Support and Wellbeing
- Marketing and Recruitment

Both solutions allow us to build in Marketing streams to students as well as the enrolment process, give staff a more efficient view of the data that allows them to make decisions more quickly, implement out the box Microsoft integration including Teams notifications, approval steps and swarm messaging and embed new intelligent and modern methods such as omnichannel and Business Intelligence, all whilst leveraging key support elements such as feedback and on demand self-support content.

We are excited about our plans going forwards and we see our new solution set as an evolution of SID's core elements, providing a toolset for staff to support students in the most efficient way possible.

5. RESOURCES FOR MITIGATION OR MIGRATION

To support migration from SID to one of the alternative Tribal solutions, Tribal have developed a migration toolkit that would be used by our Professional Services team as part of your implementation to either Student Support and Wellbeing or Marketing and Recruitment. The solution you chose will depend on your institution's requirements.

This allows the migration of core SID data directly into the new solutions without the need for data archiving. This ensures we can work with you to move your enquiries, cases, appointments, attachments and FAQs as well as help you with analysis and data retention as part of the migration.

6. DATE OF END OF SALE

The sale of SID as a product has formally ended as of the date of this announcement, 3rd July 2023.

7. DATE OF END OF STANDARD SUPPORT

Product support is provided for SID10 within the EoL period to 31st July 2025 to the extent of patch updates (limited within the scope of viability). Details of SID versioning will be communicated directly to individual customers.

8. LOCATION OF ANNOUNCEMENT

The formal announcement has been distributed to effected customers directly and is accessible throughout the EoL period on Tribal's website https://www.tribalgroup.com/policies-and-documents

9. DATE OF ANNOUNCEMENT

Monday 3rd July 2023

10. CONTACT POINT

If you have any questions about this notification, or anything around Student Information Desk, please contact CustomerSuccess@tribalgroup.com