

Welcoming the Future: Transition from On-Premises to Cloud

MicroStrategy is enhancing its focus on the Cloud while transitioning away from its legacy on-premises MicroStrategy Enterprise Platform (MEP), offering users clear migration paths.

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Introduction

At MicroStrategy, we're all-in on the future of BI—driven by cloud and AI technology. Our cloud-native MicroStrategy Cloud Environment (MCE) platform has already transformed data experiences for hundreds of customers with its unparalleled performance, security, and scalability. We have invested heavily in the latest technology, rebuilding our platform from the ground up to ensure our customers can tap into the power of their data faster and unlock new opportunities for growth.

To refine our focus as a cloud-first company, we are announcing the End of Support (EOS) date for our legacy on-premises MicroStrategy Enterprise Platform (MEP). This decision allows us to dedicate our resources to further enhancing the MicroStrategy Cloud Environment (MCE) platform, delivering cutting-edge innovations faster than ever before. More importantly, MCE is future-proofed, enabling you to maximize the value of your data assets in an increasingly evolving data, cloud, and AI landscape.

While we are confident that our customers will greatly benefit by adopting the MCE platform, we understand that changes of this nature require thoughtful planning and effort. Rest assured, we are committed to working closely with our customers to provide a smooth and timely transition. Our dedicated team and comprehensive resources will be available to guide you every step of the way on your journey to the era of modern BI.



MicroStrategy On-Premises Support

Through December 31st, 2026: MicroStrategy will provide Mainstream Support for MEP

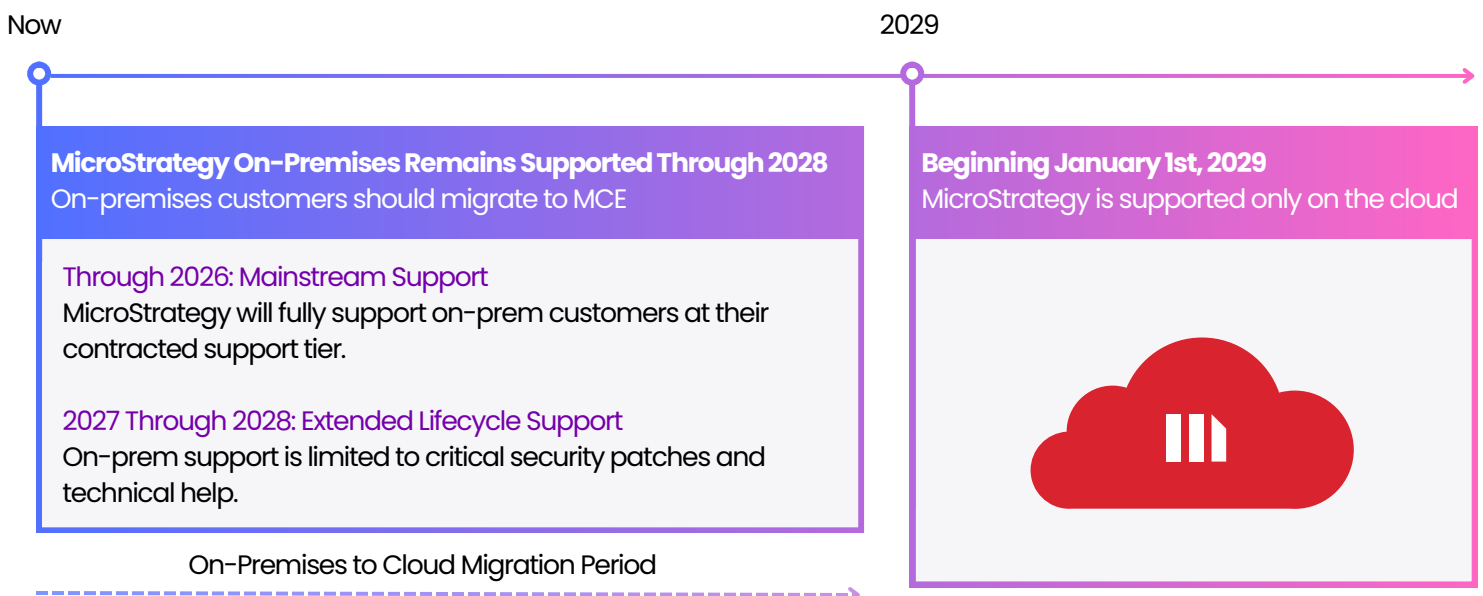
In the Mainstream Support period, MicroStrategy will provide full support for MicroStrategy on-premises including feature updates, security patches, and technical support services at your contracted support tier.

From January 1st, 2027, through December 31st, 2028: MicroStrategy will offer Extended Lifecycle Support for MEP at an added cost

During this Extended Lifecycle Support period, MicroStrategy will not provide new feature updates to the on-premises platform and tools. During the Extended Lifecycle Support period, MicroStrategy will provide technical support services at your contracted support tier at an added cost. No product updates will be provided beyond the Mainstream Support period. On-premises Extended Lifecycle Support will be limited to critical security patches and technical help.

December 31st, 2028 marks the End of Support (EOS) for the legacy on premises MicroStrategy Enterprise Platform (MEP)

After December 31, 2028, MicroStrategy will not support MEP. Consequently, there will be no further feature updates, security patches, or technical assistance provided for this platform. To ensure a smooth transition to the MCE platform, we are committed to offering comprehensive Mainstream Support and maintenance for the years 2025 and 2026, followed by Extended Lifecycle Support for the years 2027 and 2028.






MicroStrategy On-Premises Support

Migrate to MicroStrategy Cloud Today

While most of the tools and products offered on-premises are available in the containerized MCE platform, there are a few legacy on-premises tools that have been replaced by more modern tools in the cloud offering. These tools will follow the MicroStrategy on-premises EOS dates:

Legacy MEP Tool		Modern MCE Replacement
Narrowcast Server	→	<u>Distribution Services</u>
Enterprise Manager	→	<u>Platform Analytics</u>
MicroStrategy Web ASP	→	<u>MicroStrategy Web JSP</u>

To support you in your transition to MicroStrategy Cloud, we offer the following:

<p>Migration Assistance </p> <p>Our team of experts is ready to assist you with the migration process, providing guidance and support to ensure a smooth transition to the modern cloud platform. Reach out to MicroStrategy Support or your Customer Success Manager to discuss your options and plan your migration.</p>	<p>Training & Resources </p> <p>We will provide comprehensive training materials to help your team get up to speed with MCE. Whether your team is new to MicroStrategy or are experienced users, our training programs are structured to ensure everyone can leverage the full capabilities of MCE.</p>	<p>Consulting Support </p> <p>For organizations with highly customized solutions, we offer consulting support to ensure a successful migration to MCE. Our team of experts will work closely with you to understand your unique requirements and develop a tailored strategy.</p>
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Frequently Asked Questions

1. What does “End of Support” (EOS) mean for MEP?

The End of Support (EOS) for MEP means that MicroStrategy will no longer provide Mainstream Support, feature updates, or new enhancements for MEP after December 31, 2026. Extended Lifecycle Support will be available until December 31, 2028, but it will be limited to critical security patches and technical assistance at an additional cost.

After December 31, 2028, MicroStrategy will not support the MicroStrategy platform on-premises. MEP includes the MicroStrategy Windows and Linux on premises installs. There are also a few legacy on-premises tools that have been replaced by more modern tools in the MCE offering. As these tools are only available on-premises, they will not be supported past the MicroStrategy on-premises EOS date:

Legacy MEP Tool		Modern MCE Replacement
Narrowcast Server	→	<u>Distribution Services</u>
Enterprise Manager	→	<u>Platform Analytics</u>
MicroStrategy Web ASP	→	<u>MicroStrategy Web JSP</u>

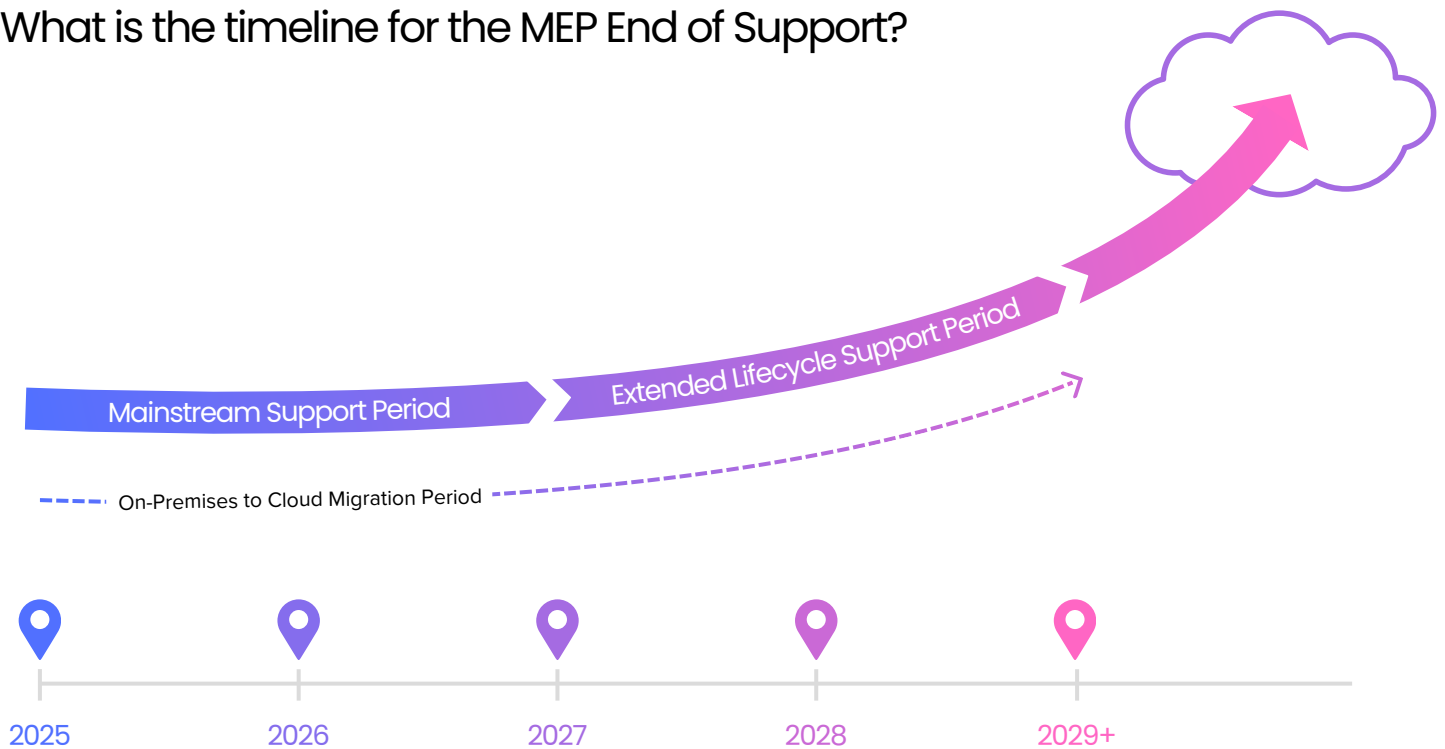
Throughout the Mainstream Support period, we are committed to continuously investing in our modern replacement products to ensure a robust and seamless user experience as you migrate. Our goal is to ensure that you benefit from the improved performance and enhanced capabilities of these modern tools. We aim to achieve functional parity with the legacy tools you have relied on for the vast majority of use cases, while also continuing to expand the capabilities of the newer tools beyond what the legacy tools provided.

2. Why is MicroStrategy ending support for MicroStrategy on-premises?

The decision to retire MEP is part of our cloud-first strategy to focus on more advanced platforms that can offer enhanced performance, security, and features. In order to continue to innovate alongside our customers, we have fully embraced the power of the cloud. MicroStrategy is committed to delivering cutting-edge features that simplify the analytics experience and amplify the power of your data. The modern, cloud-native architecture of the MCE platform enables our team to deliver new capabilities faster and with the flexibility your organization needs.

Frequently Asked Questions

3. What is the timeline for the MEP End of Support?



Until December 31st, 2026: Mainstream Support Period

MicroStrategy will continue to provide full support to customers with an active subscription to support services at the customer's contracted support tier, including:

- Feature updates
- Security patches
- Technical help

January 1st, 2027 through December 31st, 2028: Extended Lifecycle Support Period

Extended Lifecycle Support will be offered at an added cost. MicroStrategy will continue to provide:

- Critical security patches
- Limited technical help

After December 31st, 2028: Move to MicroStrategy Cloud; MicroStrategy will not support MEP

MicroStrategy will not provide:

- On-prem feature updates
- On-prem security patches
- On-prem technical support

What's the difference between Mainstream Support and Extended Lifecycle support?

Mainstream Support is your typical MicroStrategy support. It includes full technical support, feature updates, bug fixes, and security patches: business as usual. Mainstream Support services are delivered at your contracted support tier.

Extended Lifecycle Support includes ONLY critical security patches and technical help. No new features or enhancements will be released for MicroStrategy on-prem during this period. Extended Lifecycle Support will be provided at an added cost.

For additional questions about on-prem support, please reach out to your Customer Success Manager or the [MicroStrategy Support Team](#).

Frequently Asked Questions

4. What are my options now that MicroStrategy on-premises is reaching its End of Support?

We strongly recommend migrating to the MicroStrategy Cloud Environment (MCE) platform. MCE offers numerous benefits, including enhanced performance, security, scalability, access to the most innovative features, and lower total cost of ownership. MCE is available on leading hyperscalers including Amazon Web Services (AWS), Microsoft Azure, and Google Cloud Platform (GCP), providing you the agility and flexibility you need. Our team is available to assist you with the migration process to ensure a smooth transition.

5. How do I start the migration to MCE and what resources are available to me?

Welcome to the modern cloud era! We are here alongside you every step of the way. To begin the migration process, please contact your Customer Success Manager, or reach out to our [support team](#).

We understand that transitioning to a new platform requires careful planning and effort. To support your transformation journey, we offer a range of resources:

- **Migration Assistance:** Our team of experts is ready to assist you with the migration process, providing guidance and support to ensure a smooth transition to the modern cloud platform.
- **Training and Resources:** We will provide comprehensive training materials to help your team get up to speed with MCE.
- **Consulting Support:** If customers have highly customized solutions, MicroStrategy consulting services will provide support to ensure your migration to MCE is successful.

6. Will there be any cost associated with the migration to MCE?

The cost of migration will depend on the specific requirements of your organization, including the extent of customization, data migration, and training needs. We recommend discussing your specific situation with your Customer Success Manager to get a detailed cost estimate.

7. How long will it take to migrate to MCE?

On average, the actual migration of environments from MicroStrategy on-premises to MicroStrategy in the cloud lasts about 2-4 weeks, but the time required to migrate to MCE will vary based on the size and complexity of your current on-premises environment, the amount of data, and the level of customization. We recommend starting the planning process as soon as possible to ensure a timely and efficient migration.

Frequently Asked Questions

8. What happens if I do not migrate by the End of Support date?

If you choose not to migrate by the End of Support date, you will no longer receive any support, updates, or security patches for MicroStrategy on-premises. Operating unsupported software can expose your organization to security vulnerabilities and operational risks.

9. Can I continue using MicroStrategy on-premises after the End of Support date?

If you purchased perpetual on-premises licenses, you can continue using MEP after the End of Support date, but please be aware that MicroStrategy will no longer provide any support, updates, or security patches. Using unsupported software can lead to security risks and potential operational challenges for your organization as the product becomes outdated.

If you purchased on-premises licenses with a fixed term, you can continue to use the licenses until the expiration of your license term subscription. Your licenses will expire on their subscription end date and you will not be able to access MicroStrategy beyond your contracted term.

10. What if I have more questions or need additional information?

If you have any further questions or need more information, please do not hesitate to contact our [support team](#) or reach out to your Customer Success Manager. We are here to help you through every step of the transition.

