Version Strategy & Maintenance - Cloud

SAP Marketing Cloud

1802	1805	1808	**1811**	**1902**	**1905**	**1908**

2018   **2019**

February	May	August	November	February	May	August

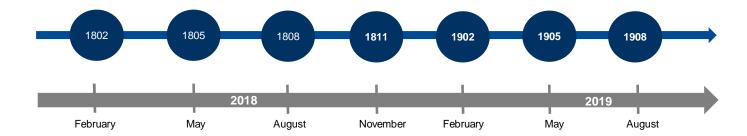## New Versions & Upgrades

- New versions of SAP Marketing Cloud will be released on a quarterly basis
- SAP will execute upgrades shortly after release to the customer's quality system
- Customers need to confirm the upgrade of the productive system after validating the quality system upgrade
- 3-4 weeks prior to the release, an announcement call will be scheduled to inform all customers
  - Introduction of new innovations and how to enable them
  - Required changes
  - Tips and tricks

Maintenance

- Customer should inform SAP about questions and incidents via SAP Support Portal
- SAP might update the software on a bi-weekly basis to remove known defects and stay compliant (e.g. security)
- In urgent cases, emergency patches can be applied any time
- For more information, see SAP Agreements

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