

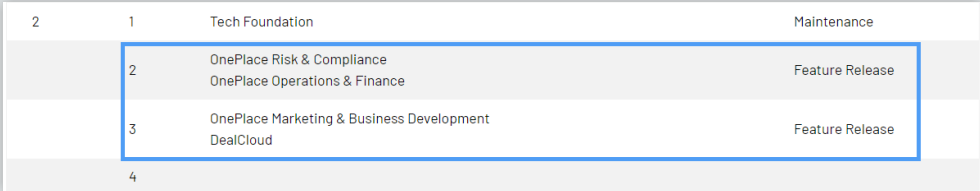
Intapp Release Management

Release Types: What to Expect

There are two types of updates we provide for our cloud systems: **releases** and **maintenance updates**.

- A **release** is a periodic deployment of new or changed capabilities for our solutions.
- A **maintenance update** is deployed for sustaining the security, availability, capacity, and performance of the infrastructure and minor improvements.

Intapp provides updates to our software as a part of our cloud software license. These updates are performed globally and are not specific to a particular client or implementation.

Type	Description																
Quarterly Feature Release	<p>To continually improve our product offerings, Intapp deploys quarterly releases to enhance or supplement current user experience and capabilities, provide performance improvements, and remedy defects.</p> <p>These releases most often include user-impacting changes which may, or may not, require additional work to enable or deploy within your environment. Refer to the release notes for additional details.</p> <p>We schedule these releases during the second month of each quarter; we may require a few hours of downtime during the release deployment period. We will post the expected maintenance schedule on the status.my.intapp.com site.</p>  <table border="1"><tbody><tr><td>2</td><td>1</td><td>Tech Foundation</td><td>Maintenance</td></tr><tr><td></td><td>2</td><td>OnePlace Risk & Compliance OnePlace Operations & Finance</td><td>Feature Release</td></tr><tr><td></td><td>3</td><td>OnePlace Marketing & Business Development DealCloud</td><td>Feature Release</td></tr><tr><td></td><td>4</td><td></td><td></td></tr></tbody></table>	2	1	Tech Foundation	Maintenance		2	OnePlace Risk & Compliance OnePlace Operations & Finance	Feature Release		3	OnePlace Marketing & Business Development DealCloud	Feature Release		4		
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Monthly Maintenance Release	<p>Planned monthly maintenance will occur during the first and third months of each quarter.</p> <p>These monthly releases typically focus on defect fixes and performance improvements and do not typically include significant new features or capabilities.</p> <div style="border: 1px solid #ccc; padding: 10px;"> <p>RELEASE CADENCE</p> <p>Intapp provides quarterly releases which occur in February, May, August and November. All quarterly releases are scheduled to take place during the standard maintenance windows. All production tenants are updated for each major release.</p> <p>To the extent possible, we will adhere to the following schedule:</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Week</th> <th>Saturday</th> <th>Type</th> </tr> </thead> <tbody> <tr> <td rowspan="5">1</td> <td>1</td> <td>Tech Foundation</td> <td>Maintenance</td> </tr> <tr> <td>2</td> <td>OnePlace Risk & Compliance (Intake, Conflicts, Terms) OnePlace Operations & Finance (Time, Pricing)</td> <td>Maintenance</td> </tr> <tr> <td>3</td> <td>OnePlace Marketing & Business Development (CRM, Experience) DealCloud</td> <td>Maintenance (future goal)</td> </tr> <tr> <td>4</td> <td></td> <td></td> </tr> <tr> <td>5</td> <td></td> <td></td> </tr> <tr> <td rowspan="4">2</td> <td>1</td> <td>Tech Foundation</td> <td>Maintenance</td> </tr> <tr> <td>2</td> <td>OnePlace Risk & Compliance OnePlace Operations & Finance</td> <td>Feature Release</td> </tr> <tr> <td>3</td> <td>OnePlace Marketing & Business Development DealCloud</td> <td>Feature Release</td> </tr> <tr> <td>4</td> <td></td> <td></td> </tr> <tr> <td rowspan="4">3</td> <td>1</td> <td>Tech Foundation</td> <td>Maintenance</td> </tr> <tr> <td>2</td> <td>OnePlace Risk & Compliance OnePlace Operations & Finance</td> <td>Maintenance</td> </tr> <tr> <td>3</td> <td>OnePlace Marketing & Business Development DealCloud</td> <td>Maintenance (future goal)</td> </tr> <tr> <td>4</td> <td></td> <td></td> </tr> </tbody> </table> </div>	Month	Week	Saturday	Type	1	1	Tech Foundation	Maintenance	2	OnePlace Risk & Compliance (Intake, Conflicts, Terms) OnePlace Operations & Finance (Time, Pricing)	Maintenance	3	OnePlace Marketing & Business Development (CRM, Experience) DealCloud	Maintenance (future goal)	4			5			2	1	Tech Foundation	Maintenance	2	OnePlace Risk & Compliance OnePlace Operations & Finance	Feature Release	3	OnePlace Marketing & Business Development DealCloud	Feature Release	4			3	1	Tech Foundation	Maintenance	2	OnePlace Risk & Compliance OnePlace Operations & Finance	Maintenance	3	OnePlace Marketing & Business Development DealCloud	Maintenance (future goal)	4		
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Ad Hoc Maintenance	Changes or improvements to the software that we feel should not wait until the next normally scheduled monthly, or quarterly window are deployed as needed.																																														

Cloud Environments

Intapp supports several types of cloud environments as part of your license agreement. See our [Sandbox Policy](#) for additional details and specifications for these environments.

Production: this is the ‘live’ end-user environment.

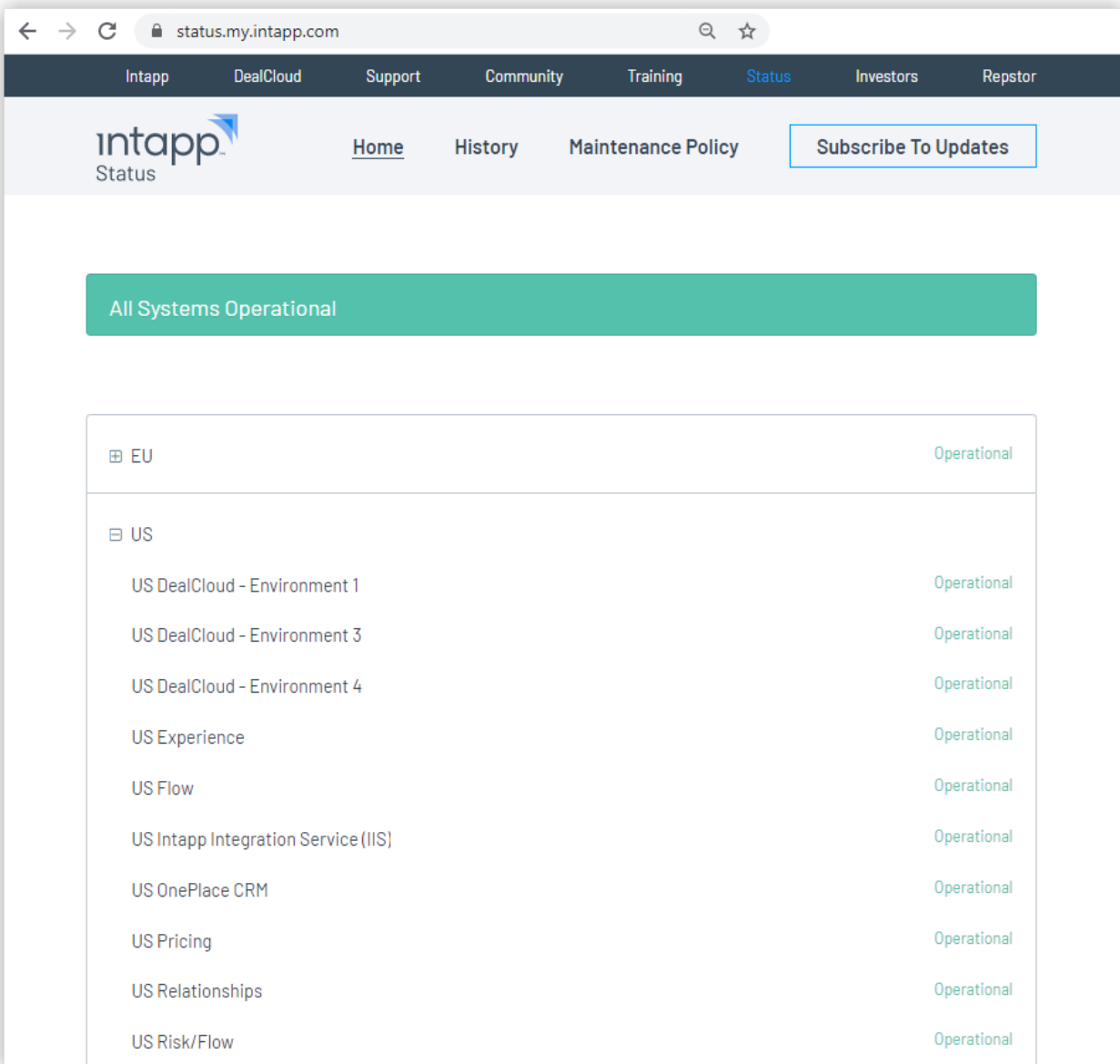
Sandbox: this environment contains the same software solution as the ‘Production’ environment, with the opportunity to have altered configuration settings and/or data elements. This environment is often used to test or validate changes to configuration prior to deploying them to end-users in the ‘live’ environment. The Sandbox environment receives software changes or updates in advance of the Production environment.

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User Acceptance Testing (UAT): this environment is a 'preview' environment for DealCloud branded solutions. This environment is created in advance of a quarterly release to allow firms an opportunity to view new features or capabilities before the Production release.

Notifications

You can subscribe to the Status Site to receive e-mail notifications. This site can also be referenced for updates on the day of a scheduled release.



The screenshot shows the Intapp Status website at status.my.intapp.com. The navigation bar includes links for Intapp, DealCloud, Support, Community, Training, Status (highlighted), Investors, and Repstor. Below the navigation bar, there are links for Home, History, and Maintenance Policy, along with a 'Subscribe To Updates' button. A green banner at the top of the main content area reads 'All Systems Operational'. Below this, a table lists various systems and their status.

System	Status
EU	Operational
US	
US DealCloud - Environment 1	Operational
US DealCloud - Environment 3	Operational
US DealCloud - Environment 4	Operational
US Experience	Operational
US Flow	Operational
US Intapp Integration Service (IIS)	Operational
US OnePlace CRM	Operational
US Pricing	Operational
US Relationships	Operational
US Risk/Flow	Operational

Intapp Release Management

Once you [subscribe to updates](#), you can expect to receive notification of releases within the expected timeframe, as outlined on the [Maintenance Policy](#) section of the Status page.

RELEASE FREQUENCY AND NOTIFICATION			
	Frequency	Production Notification	New feature preview in sandboxes
Maintenance	Monthly	Three weeks before	At least two weeks before, notification one week before
Release	Quarterly	Three weeks before	At least two weeks before, notification one week before
Legacy Applications	As needed	Two weeks before	Not Applicable

In the event that a release needs to be rescheduled, the status site will be updated with the new date/time of the release. If this is required, the release will be rescheduled for the next most logical maintenance window.