Security, Support & Compatibility

More Resources Reminders · https://izymes.com/docs/security-support-compatibility-4/

Compatability

Reminders is developed in close alignment with Bitbucket Data Center's release cycle, ensuring dependable functionality across supported versions:

- **Version Alignment**: Each Reminders release is pegged to the corresponding Bitbucket Data Center major version. For example:
  - Bitbucket 9.x → Reminders 9.x
  - Bitbucket 10.x → Reminders 10.x
- **Current & Previous Support**: We guarantee updates, fixes, and compatibility for:
  - The current Bitbucket DC major version (e.g., Bitbucket 9.x)
  - The immediately previous major version (e.g., Bitbucket 8.x)
- **Future Readiness**: Reminders is available on or before the release date of each new Bitbucket DC major version, so your upgrade path remains smooth.
- **Extended Support (On Request)**: For customers on older environments, we can backport critical security updates and bug fixes to earlier versions beyond the standard support window (e.g., Bitbucket 7.x with Reminders 7.x).

Performance Impact

- Reminders has no currently known performance issues and undergoes continuous internal testing to ensure stability at scale.
- **Independent Validation**: Atlassian's annual **Bitbucket Data Center performance accreditation** process has validated the app, confirming it meets Atlassian's performance and

scalability standards.

User Training

We provide a variety of training and learning resources to help your team get the most out of Workzone (Data Center):

- **Book a Training Session**: Schedule a live walkthrough or Q&A session with our product expert Ulrich Kuhnhardt.
- **Documentation**: Step-by-step Getting Started Guide → to help you configure and adopt Workzone quickly.
- **Knowledge Resources**: Explore our use cases and blogs for best practices and tips.

Support & Maintenance

1. **Support SLAs**: We provide support under defined Service Level Agreements to ensure timely responses and resolutions.
2. **Support Requests**: Bug reports, feature requests, and general support inquiries can be submitted directly through the **Izymes Support Portal**.
3. **Regular Updates**: Reminders (Data Center) bug fixes and new feature releases are delivered via the Atlassian Marketplace. Updates can be easily installed through the Bitbucket Data Center Plugin Manager.
4. **Maintenance Policy**: Reminders (DC) is actively maintained in alignment with Atlassian’s Data Center release cycle. We provide guaranteed updates, fixes, and compatibility for the current and previous Bitbucket DC major versions, with extended support available on request.

Security Compliance

1. **Trust Center**: Our full security, privacy, and compliance posture is detailed in the Izymes Trust Center.
2. **Atlassian Security Programs**:
   - Participant in the **Atlassian Cloud Security Program**, following Atlassian's guidelines for secure development and app operation.
   - Enrolled in the **Atlassian Marketplace Bug Bounty Program**, which provides ongoing penetration testing by independent security researchers.
3. **Data Center Commitment**: Reminders (Data Center) is developed and maintained following secure coding practices, with regular internal reviews and continuous monitoring to protect your environment.