

PLAXIS LE AND GEOSTUDIO

PRODUCT SUPPORT FAQs - EXTERNAL



From June 2023, Seequent will begin retiring PLAXIS LE from the market and replacing it with GeoStudio.

GeoStudio is a very well-known solution that has been established in the geotechnical analysis market for over 30 years. GeoStudio has several unique features which make it a stronger, more reliable long-term solution for geotechnical analysis. Seequent acquired GeoStudio in 2019 and it connects easily with Seequent's geological modelling software, Leapfrog. It can also integrate with a wide range of cloud-connected and cloud-based applications. This makes GeoStudio an excellent option for the increasing number of users who are building more connected workflows and embarking on their digital twin journeys.

Which products are impacted by the PLAXIS LE and PLAXIS Designer retirement announcement?

PLAXIS 2D LE | PLAXIS 3D LE | PLAXIS Designer | PLAXIS 2D WorkSuite | PLAXIS 3D WorkSuite

Why is Seequent retiring PLAXIS LE?

As was stated above, GeoStudio is a very well-known solution that has been established in the geotechnical analysis market for over 30 years. GeoStudio also has several unique features which make it a stronger, more reliable long-term solution for geotechnical analysis than PLAXIS LE, and it interoperates with a wide range of cloud-based applications. Ultimately, we expect that simplifying our product offering will have a clear, positive impact on your experience as a user. We hope to minimize any disruption as much as possible and help you manage the migration to GeoStudio products however we can.



Are there functionality differences between PLAXIS LE and GeoStudio?

GeoStudio is a full-feature product, compatible with PLAXIS 2D LE. To overcome some differences in functionality for 3D slope stability (SLOPE3D and PLAXIS 3D LE), the GeoStudio product team is proactively working on adding new features and removing barriers to adoption for PLAXIS LE accounts. In April 2023, GeoStudio released SLOPE3D, which contains the core functionality of PLAXIS 3D LE.

Key capabilities to be added to SLOPE3D include external loads, reinforcement, bedding guides, and optimization. Routine roadmap calls will be held with our users to share GeoStudio developments and to support your migration efforts however we can.

For complex PLAXIS 3D LE to GeoStudio 3D migrations, we can provide optional migration assistance via fixed-cost 'Implementation Packs' or E365 Blueprints.

How long will PLAXIS LE be supported?

We will continue to provide full PLAXIS LE and Designer support for existing users through June 2025. The schedule for ending support for PLAXIS LE is as follows:

- **Effective June 1, 2023**, PLAXIS LE and PLAXIS Designer enter their last year of General Availability. As part of this availability period, you will continue to have 12 months of your usual product support while we work to migrate you over to the new GeoStudio solution.
- **Effective June 1, 2024**, PLAXIS LE and PLAXIS Designer will then enter the Expiring Support phase. During this period, no new sales or SELECT renewals will be allowed.
- **Effective June 1, 2025 – June 1, 2027**, PLAXIS LE and PLAXIS Designer will enter the final Discontinued Support phase. This means support will be reduced to self-serve support.

What happens between June 2023 and June 2024 (General Availability)?

There is no change for PLAXIS LE, Designer, and PLAXIS WorkSuite users. These products will continue to receive the same level of support. Additional desktop licenses can be sold, and maintenance/subscription agreements will be renewed.

We recommend having a discussion with your account manager or a member of the GeoStudio team before making any further investment into PLAXIS LE.



What happens between June 2024 and June 2025 (Expiring Support phase)?

Retiring products will enter an Expiring Support phase. New purchases of these products will not be possible after June 1, 2024. Desktop products will continue to be supported, but no further enhancements will be added.

A maintained version of PLAXIS LE, which includes Geotechnical SELECT Entitlement Features, will be available for perpetual users with a node-locked license on the Bentley download page as of June 2024.

Users can contact Support via phone, email, or our website for installation and licensing support or remote desktop assistance. Release patches with critical bugs and security fixes may also be delivered.

What happens after June 2025 (Discontinued Support phase)?

PLAXIS LE will enter the Reduced Support phase from June 2025 to June 2026. Only online support resources, installation, and licensing support will be available. Release patches with critical bug and security fixes may also be delivered.

Between June 2026 and June 2027, PLAXIS LE will enter the Self-Serve Support period, where only online support resources are available.

Accounts with perpetual licenses can choose to continue using PLAXIS LE in its node-locked form, but any product support will be discontinued until June 2027.

I'm a PLAXIS WorkSuite SELECT user – what changes for me?

The primary product of the PLAXIS WorkSuite is PLAXIS Ultimate, followed by PLAXIS LE and PLAXIS Designer in 3D. SELECT users who wish to make the switch will only be able to select the PLAXIS Ultimate tier.

Will existing PLAXIS LE users have access to a companion license during the transition?

Existing PLAXIS LE users will receive a free one-year subscription as a companion to their paid GeoStudio annual subscription.

Companion licenses expire after 12 months, and all licenses expire after June 2025. This correlates with the complete product retirement period. Licenses can only be given once per account per GeoStudio license acquired.

The following table shows how companion licenses (retiring product) map against with GeoStudio offers (replacement product):

COMPANION LICENSE MAPPING	
RETIRING PRODUCT	REPLACEMENT PRODUCT
PLAXIS 2D LE	Buy at least SLOPE/W
PLAXIS 3D LE with PLAXIS Designer	Buy at least SLOPE3D

Please get in touch with your account manager or a sales specialist at Bentley for further assistance.

What is the migration path for existing PLAXIS LE Users?

PLAXIS LE users have the following options between the General Availability phase (2023-2024) and the Retiring Phase (2024-2025):

RETIRING PRODUCT	GENERAL AVAILABILITY (JUNE 2023 TO JUNE 2024)	
	SELECT	Virtuosity
PLAXIS LE	Pay SELECT one more time or Buy GeoStudio annual subscription and get free PLAXIS LE companion subscription	Buy Virtuoso subscription one more time or Buy GeoStudio annual subscription and get free PLAXIS LE companion subscription
PLAXIS Designer	Pay SELECT one more time or Maintain their perpetual licenses without maintenance (node-locked version)	Buy Virtuoso subscription one more time or buy a perpetual license for node-locked use
PLAXIS WorkSuite	Pay SELECT one more time for the entire WorkSuite bundle	Buy Virtuosity one more time or Migrate to other PLAXIS tier and/or receive GeoStudio Subscription discount for SLOPE/W
	RETIRING PHASE (JUNE/2024 TO JUNE/2025)	
	SELECT	Virtuosity
PLAXIS LE	Buy GeoStudio annual subscription and get a free PLAXIS LE companion subscription	Buy GeoStudio annual subscription and get a free PLAXIS LE companion subscription
PLAXIS Designer	Maintain your perpetual license without maintenance (node-locked version)	No offer available
PLAXIS WorkSuite	Migrate to PLAXIS Ultimate tier with option to receive GeoStudio Subscription discount for SLOPE/W	Migrate to other PLAXIS tier with option to receive GeoStudio Subscription discount for SLOPE/W

What can PLAXIS LE perpetual users expect once support for SELECT ends?

Once maintenance and renewal for SELECT begins to wind down in June 2024, you will be able to login to the software on a supported operating system (as appropriate to the version of the software you are using) in perpetuity (i.e., they can access the software even after it is retired and no longer supported). This is referred to as “Node-Locked License” in Bentley’s terms for Subscription Entitlement Services (SES) licensing.

We will provide all users with advance notice before removing any download files from Bentley.com or connect.Bentley.com. To avoid any future disruption, make sure you download a copy of the install file and save it in a safe location.

More information: www.bentley.com/support/bentley-lifecycle-policy/

How much does GeoStudio cost?

To learn more about prices and product migration options, please get in touch with your Seequent/Bentley account or success manager or a GeoStudio sales team member.

How can I find out more about GeoStudio?

Visit the GeoStudio Community and GeoStudio website for additional information. You can also reach out to your Bentley or Seequent sales representative at any time for demos, quotes, or additional guidance.

