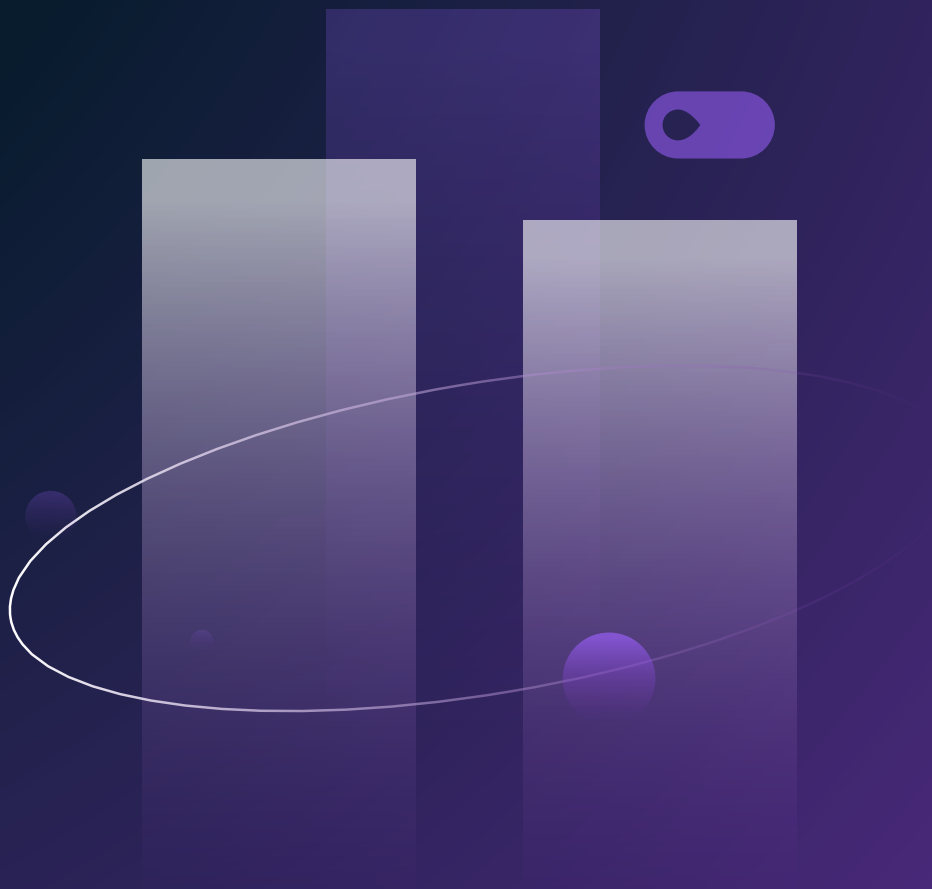
Case Study

TuxCare

From Upgrade Pressure to Peace of Mind

Encoway Gains Flexibility and Long-Term Protection with TuxCare's ELS for Open-Source Software



Summary

Encoway relies on Spring® to power its enterprise software solutions. However, maintaining older releases under open-source support cycles posed a serious challenge: neither Encoway nor its customers, who are often unable to upgrade themselves, could easily switch to a current Spring® major release without risk, cost, and disruption.

With TuxCare's Endless Lifecycle Support (ELS) for Open-Source Software, which provides endless security for various open-source technologies, including Spring® projects, Encoway extended security coverage for multiple releases, reduced upgrade risk, and gained predictable flexibility in release planning – all with attractive commercial terms.

Just as importantly, ELS enables Encoway to continue delivering secure solutions to customers who cannot perform upgrades themselves, while still helping those customers meet growing compliance obligations such as the EU's Network and Information Security Directive (NIS2) and the upcoming Cyber Resilience Act.

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Bremen, Germany

"With ELS, we can assure customers their solutions remain secure and compliant, even if they can't or don't want to upgrade right away."

- Encoway Team

The Challenge

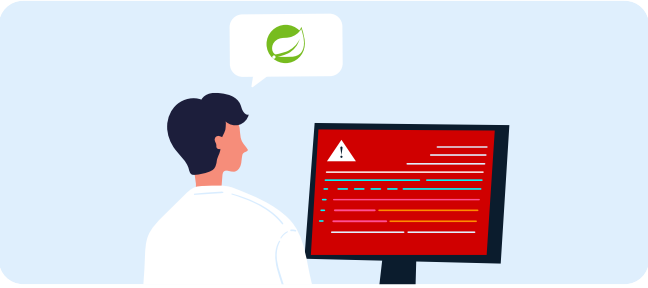
Encoway is the leading full-service provider for all areas of Configure Price Quote (CPQ) and market-oriented variant management for the manufacturing industry in the DACH region – building enterprise-grade solutions where stability and security are non-negotiable.

Crucially, Encoway delivers its software to customers who don't have the capability or technical expertise to upgrade themselves. These manufacturing clients expect long-lived, stable solutions rather than rapid feature turnover — which means Encoway must take full responsibility for lifecycle management, security, and compliance on their behalf.

"Because of the customizing we do for each customer, upgrading to the new Spring® framework would always mean additional engineering effort. We don't want to bother our customers with upgrade costs every time."

- Encoway Team

However, the company quickly found itself challenged by the Spring® Framework's rapid release cadence and relatively short community support windows. On one hand, upgrading to the latest major release of Spring® demanded a substantial investment of engineering time and introduced potential risks that could disrupt ongoing projects: "Switching a current major release under OSS support would have been too risky and too expensive for existing releases."



On the other hand, continuing to run older versions meant leaving critical applications exposed to unpatched vulnerabilities and growing security concerns.

The difficulty was compounded by rising compliance pressures. Regulations such as ISO 27001, NIS2, and the upcoming Cyber Resilience Act require Encoway to ensure that even customers on older product lines remain secure and supported — regardless of whether those customers are technically able to upgrade.

This created a difficult balancing act, where neither option fully supported the company's needs. To resolve this dilemma, Encoway needed a way to keep its existing products secure and compliant while avoiding the cost, risk, and disruption of being forced into premature upgrades that did not align with its business priorities.

"Spring®'s lifecycle doesn't match ours anymore. If we stick with Spring®'s open-source policy, we cannot keep the promises we make to customers about how long they can stay on a stable version. We need to keep our promise on our lifecycle for our releases. The best way to do this was with end-of-life support from TuxCare."

- Encoway Team

The Solution

Encoway adopted TuxCare's ELS for Open-Source Software, which provides ongoing security updates for end-of-life versions of various open-source technologies – including Spring®.

Setting up ELS was smooth and felt just like applying a normal Spring® patch, according to the Encoway team, and the drop-in replacement of Spring® libraries minimized complexity.

"You always had a technician at the table, so any technical question was answered immediately. That made it very easy."

"Implementation was straight forward and nearly as easy as implementing a patch update of the used Spring® libraries."

- Encoway Team

With competitive commercial terms, ELS for OSS made it possible to protect existing releases while maintaining full control over upgrade timing.

“Putting it into production is lightweight. We basically just register your update server in our build system, it pulls the version once, caches it, and it’s there.”

- Encoway Team

The Results

“Security has the highest priority in our company strategy now, and being able to say our software stays secure is a competitive advantage.”

With TuxCare’s ELS, Encoway has been able to significantly improve the way it manages the lifecycle of its software products. By decoupling internal planning from Spring®’s rigid release and support cycles, the team now enjoys far greater flexibility when scheduling upgrades and coordinating development efforts.

“Less coupling to Spring® release and support-cycles when planning Spring® library upgrades leads to better predictability and flexibility in internal release planning.”

This shift has allowed them to plan with confidence, knowing that their products will remain secure even if upgrades are postponed to align with business priorities.

Equally important, Encoway can now assure customers that their deployed solutions remain secure and compliant, even if those customers lack the capability to upgrade or prefer to stay on proven, stable versions. This safeguard strengthens Encoway’s reputation as a trusted partner in industries where resilience, compliance, and long-term continuity are essential.

“ELS enables us to keep our promise on our lifecycle for releases. That’s really the point — and something we were not offered anywhere else.”

In addition, Encoway has realized substantial cost benefits, with TuxCare’s attractive commercial conditions helping to reduce licensing expenses compared to alternative approaches. Just as importantly, the company has been able to cut down the time and effort traditionally spent on maintaining older releases, since ELS ensures those long-term supported products continue to receive critical security updates.

Taken together, these improvements have enabled Encoway to operate more efficiently, keep costs under control, and maintain strong security without compromising on innovation or stability.

“ELS enables us to keep our promise on our lifecycle for releases. That’s really the point — and something we were not offered anywhere else.”

Why TuxCare?

TuxCare's ELS for Open-Source Software, which delivers endless security for Spring®, among various other end-of-life open-source technologies, covers the entire open-source stack, from operating systems and runtimes to development frameworks and production applications. It ensures that organizations can continue to securely run their existing Spring® applications well beyond official community support windows.

Beyond securing end-of-life and out-of-support open-source projects with its extensive ELS offering, TuxCare provides rebootless patching for all major enterprise Linux distributions, patch-aware vulnerability scanning, and enterprise-optimized support for community Linux distributions like AlmaLinux and Rocky Linux.

Learn more about
ELS for Spring®

Certifications

FIPS VALIDATED 140-1 140-2 · AICPA SOC · PCI DSS LEVEL 1 SERVICE PROVIDER · EU GDPR COMPLIANT · CCPA · SAM SYSTEM FOR AWARD MANAGEMENT

Awards

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