

Sensormatic

Retail On Services



Unlock the full potential of your Electronic Article Surveillance (EAS) systems with Sensormatic Retail On Services and connectivity model.

The Front Line of Loss Prevention: Is Your EAS System Ready?

Retail shrink, and theft have surged in recent years, with no clear signs of slowing. Losses can occur at any stage of the merchandise journey - but store exits remain the critical pinch point, where shrink takes place.

Electronic Article Surveillance (EAS) has long been one of the most trusted technologies in the fight against retail crime. It not only acts as a visible deterrent but also enables the detection of theft and unusual activity at entry and exit points. When integrated with technologies such as Radio-Frequency Identification (RFID), Artificial Intelligence (AI), or Video Analytics, EAS can provide detailed insights into what's being lost, where and when it's happening, and the true cost of that loss - insights that were once prohibitively labor-intensive to obtain.

But for that intelligence to be actionable, every part of the system must function flawlessly. From source to store, each component needs to work in harmony to protect merchandise, prevent disruption to store operations, and ensure a seamless shopping experience for customers - while supporting store teams under pressure.



Get Connected

Reliable Protection Through Secure Connectivity!

To keep your merchandise consistently protected, it is essential that your systems are properly connected and capable of automatic monitoring. This includes operating away from the site's own IT infrastructure, ensuring the solution remains autonomous. It is cyber secure and does not interfere with existing IT systems.





Why Connect an EAS System?

When EAS systems encounter network connectivity issues, the impact often goes beyond minor technical glitches. In many cases, the system doesn't just underperform - it becomes completely invisible. Without timely diagnostics or real-time visibility into system health, these failures can remain undetected for extended periods.

Retailers may only become aware of the malfunction when merchandise loss spikes or when on-site staff report issues - by which point, the damage is often done. This lack of connectivity and visibility frequently leads to avoidable site visits by engineers or service teams, creating unnecessary operational costs and disrupting store routines.

The Answer?

Reliable EAS connectivity not only keeps your loss prevention systems functioning optimally, but it also enables proactive monitoring, faster fault detection, and seamless integration with other technologies - helping you stay ahead of threats without relying on reactive measures.



From Manual To Managed: Selecting Your EAS Connectivity Strategy

Feature	Stand-alone EAS	Connected to Network	Sensormatic Retail On Services
Network Access	✗ No connectivity	⚠ IT-heavy; vulnerable to breaches	✓ Isolated, secure and bidirectional
Real-time Monitoring	✗ Manual daily checks	✗ Reactive only; needs specific access	✓ 24/7 alerts via Device Manager
Diagnostic & Remediation	✗ Site visits required	⚠ Only via VPN connectivity	✓ Full alert-based system with better SLA
Additional Services (e.g. SMAas)	✗ Not available	✓ Available	✓ Seamless—just needs a power plug
Installation	✗ No connectivity	⚠ Extensive effort to wire connect systems; network and IT system access needed	✓ Plug-and-play – only requires mains power, fully independent of retailer's systems

Evolution Of Service & Support Model

In today's retail landscape, speed, efficiency, and uptime aren't optional - they're essential.

Store visits by service teams should be the exception, not the default response. Relying solely on reactive, in-person maintenance is no longer sustainable in a world that demands agility and seamless operations.

At Sensormatic, we believe service shouldn't wait for things to go wrong. Our approach is proactive by design - empowering retailers with connected technologies and remote diagnostics that identify and resolve issues before they escalate. Because when your systems stay ahead, so does your business.

Why Sensormatic Retail On Services?

To ensure your EAS system operates at peak performance, a conventional maintenance plan would necessitate quarterly onsite visits - an approach that entails considerable manpower and incurs significant engineer call-out costs.

The Sensormatic Retail On Services offer a more efficient alternative, allowing system performance to be monitored as frequently as needed - whether weekly, daily or even in real time. This solution not only enhances reliability but also delivers substantial cost savings by eliminating the need for repeated site attendance.



Here's a breakdown of the most compelling advantages:

Sensormatic Retail On Services – Key Benefits



Retailer Satisfaction & Experience

- **Rapid Resolution:** Remote diagnostics minimise downtime
- **Proactive Support:** Fix issues before customers notice
- **Smarter Field Service:** Technicians arrive prepared, improving first-time fix rates
- **Customer Trust:** Professional service enhances brand reputation



Cost Efficiency

- **Fewer Site Visits:** Resolve issues remotely and avoid repeat interventions
- **Optimised Scheduling:** Prioritise critical tasks and reduce technician strain
- **Lower Travel Costs:** Cut fuel, accommodation, and vehicle wear-and-tear



Operational Excellence

- **Central Monitoring:** Manage multiple sites remotely with ease
- **Always-On Support:** Extend service hours without travel
- **Standardised Processes:** Consistent troubleshooting and smarter spare parts logistics



Risk Reduction

- **Enhanced Safety:** Reduce exposure to on-site hazards
- **Continuity Assurance:** Keep systems running through disruptions
- **VPN Connections:** Guarantee secure data transmission and complete cyber protection



Performance Snapshot: Trusted Results at Scale

- **<1 Day Average Resolution Time:** Swift issue handling minimizes downtime and keeps operations running smoothly
- **>90% Remote Resolution Within 2 Days (SLA):** Consistently meets service-level targets, ensuring fast and reliable support across locations
- **100% VPN-Based Connectivity:** All data transmissions are encrypted and cyber secure—no exceptions
- **Scalable Across 1000+ Stores:** Proven performance in large retail networks with centralized oversight

Sensormatic Retail On Services - How Does It Work?

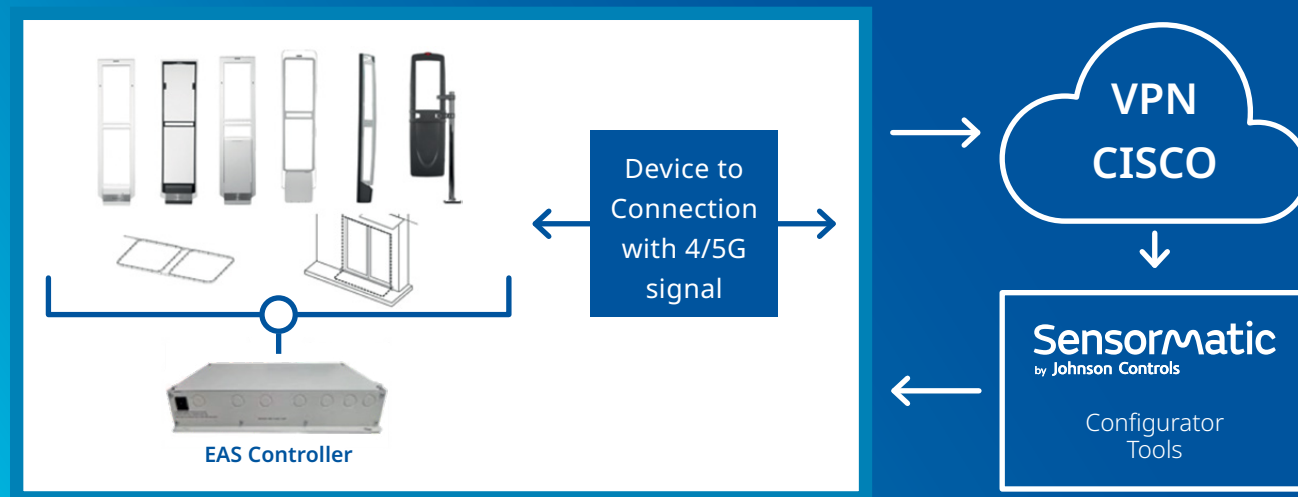
With the introduction of Sensormatic Retail On Services, Sensormatic is able to access EAS devices at any time, delivering real-time analysis and live status updates across all system components.

With Sensormatic Retail On Services, connectivity remains completely isolated from the retailer's network, ensuring robust protection for the client's internal IT infrastructure.

Additionally, Sensormatic Retail On Services exclusively uses VPN connections to guarantee secure data transmission and complete cyber protection. This ensures that all communications remain encrypted, private, and shielded from external threats.

Systems are continuously monitored, and in the event of an alert, a Sensormatic technician will remotely assess and resolve the issue. Should an onsite visit be required, the engineer arrives fully informed with a complete incident history from Remote Diagnostic Centre (RDC) and the necessary parts already in hand.

This streamlined approach empowers our customers with a reliable and responsive security solution - reducing downtime, minimising disruption and increasing operational confidence.



Retail. Simplified.

Retail environments are complex, versatile & fast-moving - issues are inevitable. But it's the speed and effectiveness of your response that truly sets you apart.

No complex rollouts. No intensive training. If the store has a connection, Sensormatic Retail On Services will handle the rest.



About Johnson Controls:

At Johnson Controls (NYSE:JCI), we transform the environments where people live, work, learn and play. As the global leader in smart, healthy and sustainable buildings, our mission is to reimagine the performance of buildings to serve people, places and the planet.

Building on a proud history of 140 years of innovation, we deliver the blueprint of the future for industries such as healthcare, schools, data centers, airports, stadiums, manufacturing and beyond through OpenBlue, our comprehensive digital offering.

Today, Johnson Controls offers the world's largest portfolio of building technology and software as well as service solutions from some of the most trusted names in the industry.

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About Sensormatic Solutions:

Sensormatic Solutions, the leading global retail solutions portfolio of Johnson Controls, powers safe, secure and seamless retail experiences. For more than 50 years, the brand has been at the forefront of the industry's fast-moving technology adoption, redefining retail operations on a global scale and turning insights into actions. Sensormatic Solutions delivers an interconnected ecosystem of loss prevention, inventory intelligence and traffic insight solutions, along with our services and partners to enable retailers worldwide to innovate and elevate with precision, connecting data-driven outcomes that shape retail's future. Please visit [Sensormatic Solutions](#) or follow us on [LinkedIn](#), [X](#) and our [YouTube](#) channel.



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