Services that Connect: Source to Store

Expertise Every Step of the Way

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by **Johnson Controls**

From stores to distribution centers to manufacturers and every step along the supply chain, today's retailers rely on a wide range of technology and solution providers. But with multiple vendors come multiple contracts to negotiate and renew, multiple points of contact to keep track of, multiple invoices to manage — and multiple headaches when issues arise.

For almost 60 years, Sensormatic Solutions has delivered unparalleled retailer-specific services, starting at the source, moving through the supply chain, and right into your store. That's why we created Services that Connect: Source to Store. With it, we offer retailers the same inventory management and loss prevention solutions, systems, software, and professional services they've come to know and trust — now under one engagement.

By connecting the entire retail ecosystem through Services that Connect's end-to-end tagging, labeling, hardware, software, and execution services, retailers can increase revenue, optimize labor, minimize total retail loss, gain item-level visibility, and enhance the brand experience.

Imagine one point of contact, one contract, and one renewal schedule, with integrations that are highly customizable and designed to accommodate your unique needs and existing technology. It's a comprehensive services solution that provides best-in-class support for your ongoing digital transformation — and so much more.

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At the Source

With a robust and effective Source Tagging program in place, retailers can ensure merchandise is protected, tagged to meet loss-prevention best practices and brand guidelines, and ready for the sales floor upon arrival. Retailers can also free up associates' time, enabling them to focus on what matters most: the customers.

Based on Radio Frequency Identification (RFID) technologies, our tagging solutions include labeling (printing, encoding), hardware (RFID tags and labels), software subscriptions (TrueVUE Cloud), and the best-in-class support and services to drive business results across the enterprise.

These tagging solutions provide visibility throughout the supply chain and empower retailers to ensure their stores always have the proper inventory levels — with the right product at the right place at the right time.

Services that Connect is ideal for retailers:

- Presently involved with RFID pilots and evaluating integrating systems

- With multiple categories that need tagging services

- Interested in moving from a CAPEX to an OPEX model

- Expanding RFID use cases beyond the store

Potential outcomes delivered include:

- Increasing revenue

- Enhancing brand experience

- Optimizing labor

- Reducing shrink

- Gaining item-level visibility

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Along the Supply Chain

Products can be tagged at the source, and they can be inspected once they arrive at the store. But when products are in transit along the supply chain, retailers can lose sight of inventory items, creating opportunities for shipping errors and even supply-chain fraud.

To solve complex issues like these along the supply chain, our Professional Services team leverages decades of retail expertise to work consultatively with retail leaders to craft customized RFID solutions that transform legacy inventory management systems and processes to increase inventory visibility and minimize risk of errors and fraud.

These RFID solutions include labels and tags encoded at the source, allowing retailers better access to comprehensive merchandise flow data and empowering them to maintain control over shipping and inventory levels. As a result, retailers can deliver the right products to the right locations without needing high levels of safety stock, which reduces the frequency and volume of deliveries and, ultimately, enhances profitability and sustainability.

Digitizing your supply chain is vital to staying competitive, with so many channels of commerce offering fast and convenient delivery of merchandise, wherever and whenever shoppers demand. Delivering outcomes like these is exactly why we created Services that Connect: to empower retailers with the best technology solutions and our Professional Services team's expertise and decades of retail operations experience, combined into a single engagement that's simple to use — and even easier to pay for.

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At the Store

As powerful as our Services that Connect offering is at both the source and across the supply chain, it's even more impactful when it includes the store.

When items arrive after being tagged at the source, they're immediately ready for the sales floor. There's no need for associates to spend their valuable time tagging items in the stockroom, and leadership can rest assured that each item is digitally traceable within the store and through the exit.

As a result, associates are better able to serve customers, loss prevention teams can operate more effectively, and leadership can expect a bottom line that's stable, healthy — and primed for growth.

Across the Enterprise

With Services that Connect, retailers can combine the inventory management and loss prevention solutions they already rely on with our full range of professional services into a model that's customized for their needs, market, and budget.

The Services that Connect offering is part of Sensormatic Solutions' commitment to partnering with retailers along their entire journey so they can focus on what matters most — their shoppers. We help retailers accomplish this by leveraging our established, proven, and award-winning Source Tagging model for Electronic Article Surveillance (EAS) and RFID. As such, our service capabilities and expertise extend to both technologies.

For retailers, this means one supplier, one point of contact, one point of escalation, and one set of invoices to manage. It also means they can avoid the headaches that can come from managing different vendors with different processes, different account managers, different procurement and renewal schedules, and even different technology dependencies.

We'll make sure everything is interoperable and working smoothly. When obstacles arise, retailers can depend on one point of contact who can help them find a solution, no matter the issue.

And, since these services and solutions fall under the Sensormatic umbrella, billing is even easier than ever. Instead of paying a fee for guidance on top of fees for tags, enabling technologies, and more, Services that Connect gives retailers all the strategic support they need when they need it — plus the hardware and software they rely on — within a single customized engagement.

It's an end-to-end solution that grows and scales as retail needs evolve, and it's easier to take advantage of and simpler to finance than ever.

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Supported Services

Professional Consulting

Our professional consultants analyze your current technology setup and provide strategic recommendations tailored to your business needs, ensuring you are well-equipped for current and future challenges.

Design, Deploy, and Integration

Achieving operational efficiency in today's complex retail technology landscape can be daunting, but Sensormatic Solutions simplifies the process. Our methodology is designed to help you adopt advanced technologies like RFID, EAS, and others to maximize ROI, all while seamlessly navigating the complexities that come with integrating these solutions.

Management and Support Services

Our certified technicians and support professionals provide the necessary support to ensure your systems, devices, and applications operate efficiently and securely.

Learner Services

Our flexible and customizable training programs provide the necessary knowledge in various formats — online, in-person, self-directed, or instructor-led — and are tailored to meet your specific operational needs.

Customer Success

Our customer success professionals are dedicated to helping you achieve maximum ROI and progress toward long-term goals. Our customer success managers provide enterprise-wide training and expert operational analysis throughout the process of adopting and implementing our digital retail solutions.

Retail Consulting

These professionals serve as an extension of your team, providing essential tools and insights to enhance profitability, while addressing dynamic shifts in technology, customer preferences, and safety requirements.

Why Partner with Sensormatic Solutions?

Providing Expertise in Retail Operations
We have nearly 60 years' experience in retail technology with award-winning innovations in Loss Prevention, Inventory Management, and Source Tagging (EAS).
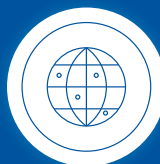
Global Services and Delivery Capabilities
We have delivered innovative retail products, solutions, and services to more than 185,000 stores in over 100 countries around the globe.

A History of Delivering Results for Major Retailers
Major retail brands leverage Sensormatic Solutions' source-to-store services, including Renner, C&A, Decathlon, and more.

An Expanding Global Network of RFID Service Bureaus
Service Bureau locations are available in every region to make tagging, printing, and encoding at the source simple.

Recognized as a Global Leader in Item-Level Inventory Intelligence
Software as a service provided by Sensormatic Solutions enables unified commerce across more than 5,000 stores. Meanwhile, dual-tech tags provide item-level intelligence on over 12 billion items — a number that's continually growing with the retailers who inspire our innovations.

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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.

Visit www.johnsoncontrols.com for more information and follow @Johnson Controls on social platforms.

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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