

To: Distribution

From: Solutions Management – Software Portfolio

Subject: End of Life Notification for **SMaaS**

Bulletin Number: EOL-SW-Y2026M9D30-R0

Date: September 30th 2026

END OF LIFE NOTICE

Sensormatic Solutions Management announces the **End of Life of SMaaS** (Shrink Management as a Service) and the planned transition of **SMaaS** customers to **Shrink Analyzer (SA)** as part of the evolution of our Shrink Insights solution portfolio.

In alignment with this change, Sensormatic Solutions will be announcing the **End of Sale (EOS)**, **End of Support (EOSupport)** and the **End of Life (EOL)** for the SMaaS software related subscriptions. Further details are outlined below.

As part of this transition, the existing SMaaS product codes and subscription offerings will be retired according to the milestones outlined in this notice. **Shrink Analyzer (SA) will serve as the successor solution for applicable SMaaS capabilities, with new product codes and subscription offerings introduced to support the transition.** This transition is intended to provide customers with a more modernized infrastructure and more streamlined user experience while simplifying the subscription and product-codes structure.

Milestones

Milestone	ERP Status	Date
EoL Notification Date (EOND)	PHO	Sep 30, 2026
End of Sale (EOS)	EOL	Sept 30, 2026
End of Support (EOSupport)	EOS	Dec 31, 2026
End of Life	OBS	Dec 31, 2026

Note: Any changes to above timeline will be communicated via a revised Global End of Life Notice.

Applicable Regions

APAC	EMEA	LATAM	NA
☒	☒	☒	☒

With this announcement, the current SMaaS cloud product codes will be removed and or replaced by the indicated dates. If you have any questions please reach out to your Sales, Professional Services or Solutions Manager representative at srs.solmgt.eol@jci.com.

For more detail about of the product codes (P/Ns) impacted please consider the Product Mapping list hereunder.

Business Intelligence Subscription

Product Mapping			
Impacted Product P/N	Description	Replacement Product	Description
SM-REP-S	Monthly reporting access including alerts/threshold setting to provide inside proactively.	SA-ESS-MO	Shrink Analyzer Essentials
SM-REP-API	SMAAS - API MONTHLY REPORTING SERVICE	SA-AMAPI-MO	Shrink Analyzer AM Data API

Monitoring Subscription

Product Mapping			
Impacted Product P/N	Description	Replacement Product	Description
SM-RDC-XOVIS	XOVIS Device Monitoring	SRM-RDC-XOVIS	RDC PROACTIVE MONITORING FOR XOVIS
SM-RDC-BIC	Monthly Proactive Remote Service BIC Overhead Stereo PC (per device)	SRM-RDC-BIC	RDC PROACTIVE MONITORING FOR BIC
SM-RDC-EXIT	Monthly Proactive Remote Service EXIT Systems (per PowerPack)	SRM-RDC-EXIT	RDC PROACTIVE MONITORING FOR EXIT
SM-RDC-POS	Monthly Proactive Remote Service POS Devices (per Device)	SRM-RDC-POS	RDC PROACTIVE MONITORING FOR POS
SM-RDC-PC	Monthly Proactive Remote Service IR PC (per device)	SRM-RDC-PC	RDC PROACTIVE MONITORING FOR PEOPLE COUNTERS

Additional Information

Subscription and SKU Transition

As part of the end-of-life (EOL) process for the current subscription structure, all customers will transition to a new tiered subscription model designed to provide greater flexibility and better align with real-world usage requirements. Additional details on tier functionality and feature availability will be shared in upcoming communications.

To support this transition, new product codes (SKUs) will replace all legacy subscription identifiers. Customers will see the new SKUs reflected in ordering systems, invoices, and entitlement records as migrations occur. This update simplifies the product catalog, improves consistency across systems, and strengthens long-term product lifecycle management.

Customer Impact and Next Steps

We recognize that changes to subscription structures may impact planning, procurement, and licensing processes. To support a smooth transition, we will provide detailed migration guidance, timelines, and FAQs in the coming weeks.

Our Sales, Professional Services, and Solutions Management teams are available to help you understand the new subscription tiers, review SKU changes, and identify the options that best meet your business requirements.

Closing

We value your partnership and are committed to supporting you throughout this transition. The updated subscription framework is designed to provide greater flexibility, simplify licensing, and support continued innovation across our software portfolio.

If you have any questions regarding this End-of-Life (EOL) notice or the transition to the new subscription structure, please contact your Sales, Professional Services, or Solutions Management representative, or email srs.solmgt.eol@jci.com.