

Services that Connect Source to Store

Expertise Every Step of the Way





From stores to distribution centres and 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 and moving through the supply chain, right into your store. This is 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 have come to know and trust – now under one arrangement.

By connecting the entire retail ecosystem through the end-to-end tagging, labelling, hardware, software and fulfilment services offered by services that connect, retailers can increase revenue, optimise labour, minimise 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 customisable and designed to accommodate your unique needs and existing technology. It is a comprehensive services solution that provides best-in-class support for your ongoing digital transformation – and so much more.

At the Source

With a robust and effective source tagging programme in place, retailers can ensure that 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 assistants' time, enabling them to focus on what matters most: their customers.

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

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



Services that connect is ideal for retailers:

- Currently involved with RFID pilots and evaluating integrating systems
- With multiple categories requiring tagging services
- Interested in moving from a CAPEX to an OPEX model
- Expanding RFID use cases beyond the store

Potential outcomes delivered include:

- Increased revenue
- Enhanced brand experience
- Optimised labour
- Reduced shrink
- Item-level visibility



Along the Supply Chain

Products can be tagged at the source and 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 such as these along the supply chain, our Professional Services team leverages decades of retail expertise to work in consultation with retail leaders in order to create customised RFID solutions that transform legacy inventory management systems and processes to increase stock visibility and minimise the risk of errors and fraud.

These RFID solutions include labels and tags encoded at the source, giving retailers better access to comprehensive merchandise flow data and empowering them to maintain control over shipping and stock 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.

Digitising 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 it. Delivering outcomes like this is exactly why we created services that connect: to empower retailers with the best technology solutions alongside our Professional Services team's expertise and decades of retail operations experience, combined into a single arrangement that's simple to put into service – and even easier to pay for.

At the Store

As powerful as our services that connect solution is, both at the source and across the supply chain, its impact is even greater when it includes the store.

When items arrive after being tagged at the source, they are immediately ready for the sales floor. There is no need for assistants 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, assistants are better able to serve customers, loss prevention teams can operate more effectively and leadership can expect a bottom line that is stable, healthy – and primed for growth.

Across the Company

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, to create a model that is customised for their needs, market and budget.

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, whatever 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 customised arrangement.

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



The services that connect solution is part of Sensormatic Solutions' commitment to partnering with retailers along their entire journey so that they can focus on what matters most – their shoppers. We help retailers to 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.

Supported Services

Professional Consulting

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

Design, Deployment 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 such as RFID, EAS and others to maximise 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 customisable training programmes provide the necessary knowledge in various formats – online, in-person, self-directed or instructor-led – and are tailored to meet your specific operational needs.

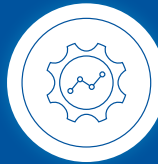
Customer Success

Our customer success professionals are dedicated to helping you achieve maximum ROI and progress towards long-term goals. Our customer success managers provide company-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).



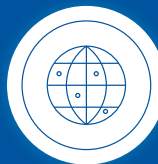
Global Services and Delivery Capabilities

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.



Recognised 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 for over 12 billion items – a number that is continuously growing, thanks to the retailers who inspire our innovations.



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 centres, airports, stadiums, manufacturing and beyond through OpenBlue, our comprehensive digital offering.

Johnson Controls currently 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 the future of retail. Please visit [Sensormatic Solutions](#) or follow us on [LinkedIn](#), [X](#) and our [YouTube channel](#).