

# End of Life Notification

## Synergy Pro Software

Over 15 years since it was introduced, Synectics is now announcing the end of sales and support for its previous generation Synergy Pro command and control software. Most Synectics customers have already upgraded to the latest generation product – Synergy 3 – since its release in 2014. Remaining Synergy Pro customers need to make plans to upgrade to Synergy 3 before support finally ends in March 2020.

This notification is to inform you that the following products have now transitioned to “End Of Life” status.

### 1.1 Affected Products

EOL Part Numbers	Description
Synergy Pro	Synectics' Synergy Pro Command and Control Software

### 1.2 EOL Reason

Synectics is fully committed to the evolving security market, to the changing needs of our customer base, and ensuring that Synectics leads in a fast-changing technology and cyber security orientated market. Due to the age of the platform, Synectics is not able to ensure the cyber security of critical systems using Synergy Pro and will retire it from sale and support. Synectics certified installers are fully trained on Synergy 3 and can help customers through the process.

### 1.3 Proposed Product End of Support Period (EoS)

End of support for the product is one year from this notification, unless specific previous agreements are in place. These will be handled on a case by case basis.

### 1.4 Replacement Product Details

Synergy 3 is the result of 30 years of security industry experience and sector expertise. It is a user-friendly, centralized command and control platform with unparalleled flexibility, expandability, and resilience. An open architecture platform, Synergy 3 is designed to present and manage alarms, video, and transactional data from independent sub-systems – such as access control, fire, process control, point of sale – in a secure, unified, and visually intuitive command and control environment. A range of features and product integrations is available, suitable for entry-level to enterprise-class deployments, that can be cost-effectively implemented across a single site or multi-site operation. This flexible, tiered approach enables you to assign the right level of functionality based on the user's or site's unique requirements. Software tiers can be upgraded with additional functionality as needed, and evolve with the site as your requirements develop.

More information about Synergy 3 is available here:

<https://www.synecticsglobal.com/en/synergy-3-software>

### Upgrading to Synergy 3

It is possible to upgrade from Synergy Pro to Synergy 3 and Synectics can provide technical support for the migration to Synergy 3. In addition, customers who have current warranty or support contracts for Synergy Pro will be offered significant financial incentives to enable the upgrade to Synergy 3.

All core functionality for video and command and control was carried forward into Synergy 3 when it was released in 2014. Synergy 3 has also been considerably enhanced since then, and has a very active product roadmap going forward. If your Synergy Pro system was customized at any point or if very old security equipment is still connected to the system there may be some differences that will need to be worked through during the upgrade project.

A full list of Synergy 3 integrations list is available here:

<https://support.synecticsglobal.com/hc/en-gb/articles/204018849-Supported-Integrated-Products>

Synergy 3 supports current Microsoft operating systems and standards. As long as the computers are current they should operate with Synergy 3. This will be checked during the upgrade process.

To discuss specifics please talk to your local Synectics-certified installer or contact your Synectics representative.

### 1.5 EOL Notification Dates

Milestone	Date
EOL Notification Date	September 2018
Last Time Buy (LTB) Date	1 <sup>st</sup> March 2019
End of Service (EoS)	Synectics will not provide technical support for Synergy Pro systems after 1st March 2020

### 1.6 Response

For additional information regarding this notification, please contact your local Synectics representative.

### 1.7 Firmware and Software Versions

Product	Last software
Synergy Pro	To be defined

### 1.8 End of Service Definition

This notice serves as formal communication of Synectics' intent to end the life of the product noted. No guaranteed further support will be provided once the End-of-Service timeline is reached, except for those customers with valid warranty or project extensions.