
Johnson Controls Ending Support for Proximex Surveillint 7.1

September XX, 2018

Dear Customer,

Johnson Controls will be ending support for Proximex Surveillint 7.1 on December 31, 2018. After this date, support services for the 7.1 release of the product will become unavailable. Johnson Controls will continue to provide support services, critical software patches, and integration updates for Proximex Surveillint releases 8.0 and 8.1 until May 31, 2020 for customers covered by a software support agreements (SSA).

We encourage you to upgrade to Proximex Surveillint 8.1. Once you make the transition you may be eligible to continue to receive software support until May 31, 2023 through our partner Cruatech Technology, LTD. Cruatech will offer on-going software support agreements and services for Surveillint versions 8.0 and 8.1 and its integration modules from June 1, 2020 until May 31, 2023.

Under the agreement with Johnson Controls, Cruatech can:

- Provide phone support for software questions and issues
- Develop patches for critical core software bugs or integration modules
- Update and test existing integrations and interfaces between Surveillint and other systems
- Add enhancements for new functionality to an existing integration module
- Create new integration modules between Surveillint and other systems

Cruatech Technology, LTD is a Software Engineering Company that builds integration modules and interfaces for Physical Security, Energy Management, IT and Business Intelligence systems. Cruatech has worked with Proximex Surveillint and its engineering team since 2010, providing integration and software services. Through this work they have developed extensive expertise with the Proximex Surveillint platform giving them a complete view of the system.

For more information about Proximex 8.1, to discuss the migration strategy or to renew your Software Support Agreements (SSA) until May 31, 2020 with Johnson Controls please contact your Proximex Partner or Proximex account team at Sales@proximex.com or +1 (408) 215 9000

To discuss a migration strategy to an alternative PSIM technology or SSA extension post 2020 with Cruatech Technology, LTD, contact David King at sales@cruatech.com or + 353 1700 7579. To learn more visit their website at www.cruatech.com.

Sincerely,



Kristy Dunchak
Sr. Director of Converged Solutions
Building Technologies & Solutions
Johnson Controls