



Symphony RetailAI Lifetime Support Policy

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About us

Symphony RetailAI is the leading global provider of Artificial Intelligence-enabled decision platforms, solutions and customer-centric insights that drive validated growth for retailers and CPG manufacturers, from customer intelligence to personalized marketing, and merchandising and category management, to supply chain and retail operations.

Renamed as the company's Retail Solutions Division, for over 25 years Symphony GOLD has been the provider of the industry-leading GOLD unified software platform for omni-channel retail, helping high volume and CPG retailers grow revenue and margins through localized, space-aware assortments and pricing, improved inventory deployment and availability, and increased operational productivity

Be in control

With our flexible and easy to follow Lifetime Support Policy, Symphony Retail Solutions Division will enable you to fully utilize your support investment in your company's future. In the rapidly-moving retail industry, we will support your investment and allow you to anticipate and control your upgrade path to suit your growth strategies.

Our solutions

- We currently support many different discreet 'back versions' of our software.
- With the acquisition of many new products over the past years we have enhanced functionality through new releases and integrated these products together, to provide wider business solutions.
- Components of formerly discreet applications have been merged to create increased functionality and to deliver value and relevance to both retailers and manufacturers in our fast-changing retail world.
- A synchronized release program has been developed to include all Symphony RetailAI Division's applications, providing better clarity regarding version compatibility and support policies to our customers. Plan and budget for your product upgrades, maximize your support investment and unlock future value opportunities in the knowledge that we are here to support you every step of the way.





Stages of the Lifetime Support Policy

We are committed to keeping our customers fully informed and encouraging them to plan for future migrations in line with their individual business priorities. We provide a guarantee that support will not be withdrawn on their current Supply Chain (GOLD) and Category Management (MCM) applications. We will continue to support all current applications according to the tables below. Our Lifetime Support Policy consists of three stages: Premier Support, Extended Support and Customer Specific Support.

Premier Support – *comprehensive support for your business needs*

Premier Support delivers full support for the Symphony RetailAI applications with an upfront, minimum support commitment for all future product releases of:

- Supply Chain (GOLD) applications – 5 years from General Availability
- Category Management (MCM) applications – 3 years from General Availability

Services include:

- Major product releases
- Technical support during business hours, with extensions possible to 24X7
- Updates, application fixes, critical and regular patch updates
- Fix compatibility with the standard code stream assured



- Certification with 3rd party products according to the 'Symphony RetailAI Compatibility Matrix'
- Access to the 'Symphony RetailAI Support Portal' including FAQ's, Knowledgebase and Training
- Use of customer's test scripts and data within Symphony RetailAI's automated testing process
- Support for Anticipated Standard and Specific development
- Upgrade Scripts

Extended Support – *continued support for commercial demands*

Following the Premier Support period, Extended Support will be offered wherever practical, providing our customers with more time to consider an upgrade depending on their own business priorities for an additional fee. Extended Support provides the same level of services as Premier Support. There is no set time limit to the Extended Support stage, but typical circumstances that could preclude the end of Extended Support include:

- Availability of dependent technology
- Discontinuation of standard product maintenance on the application/version, subject to 12 months' notice from Symphony RetailAI
- A joint decision between the customer and Symphony RetailAI regarding the specific nature of the implementation

Customer-Specific Support – *tailored support for peace of mind*

When Premier Support expires or Extended Support is not purchased, Symphony RetailAI offers Customer-Specific Support options which guarantee lifetime support, subject to the availability of required technology. This includes Symphony RetailAI products that do not follow product strategy going forward and future products that no longer qualify for Extended Support. The services provided will be customized to the unique needs of the individual customer and charging policies will be specific to the services provided.





Investing in in Upgradability

Symphony RetailAI is investing to continuously improve the upgradability of our products and to refine our Upgrade Methodology and services offerings in order to help our customers stay within the versions policy and take advantage of our future product investments.

We are committed to:

- Providing a refined Upgrade Methodology appropriate to all Symphony RetailAI products that minimizes cost and risk
- Enabling our customers to perform the upgrade in line with their business priorities
- Providing Lifetime Support to customers who do not want to upgrade



Lifetime Support Policy – Category Management (MCM) and Supply Chain (GOLD) Applications and Versions

Category Management (MCM)

Product Family	Product / Business	Application	Version	General Availability Date	Premier Support Ends	Extended Support	Customer-Specific Support Ends
Merchandising & Category Management (MCM)	Manual Space Planning	Apollo	11 & earlier	Dec-10	Apr-18	Available	Indefinite
		Shelf Planning	12	Apr-12	Apr-18	Available	Indefinite
		Space Planning	13	Jul-13	Apr-18	Available	Indefinite
		Space Planning	14	Nov-14	Apr-18	Available	Indefinite
		Space Planning	15	Sep-15	Sep-18	Available	Indefinite
		Space Planning	16	Mar-17	Mar-20	Not Available	Not Available
		Space Planning	17	Jan-18	Jan-21	Not Available	Not Available
	Planogram Automation	Apollo Designer Workstation	11 & earlier	Dec-10	Apr-18	Available	Indefinite
		Space Automation	12	Apr-12	Apr-18	Available	Indefinite
		Space Automation	13	Jul-13	Apr-18	Available	Indefinite
		Space Automation	14	Nov-14	Apr-18	Available	Indefinite
		Space Automation	15	Sep-15	Sep-18	Available	Indefinite
		Space Automation	16	Mar-17	Mar-20	Not Available	Not Available
		Space Automation	17	Jan-18	Jan-21	Not Available	Not Available
	Planogram Maintenance	Planogram Management	12	Apr-12	Apr-18	Available	Indefinite
		Planogram Management	13	Jul-13	Apr-18	Available	Indefinite
		Planogram Management	14	Nov-14	Apr-18	Available	Indefinite
		Planogram Management	15	Sep-15	Sep-18	Available	Indefinite
		Planogram Management	16	Mar-17	Mar-20	Not Available	Not Available
		Planogram Management	17	Jan-18	Jan-21	Not Available	Not Available
	Viewers	Apollo View Creator	10 & earlier	Jun-09	Apr-18	Available	Indefinite
		Apollo Viewer	8 & earlier	Before 2002	Apr-18	Available	Indefinite



	Planogram Publishing	Apollo Web Publisher	11 & earlier	Dec-10	Apr-18	Available	Indefinite
		Web Publishing	12	Apr-12	Apr-18	Available	Indefinite
		Planogram Publishing	13	Jul-13	Apr-18	Available	Indefinite
	Macro / Department Macro Dept. Space Planning	Apollo Total Store	4 & earlier	Dec-10	Apr-18	Available	Indefinite
		Store Planning	12	Apr-12	Apr-18	Available	Indefinite
		Macro Space Planning	13	Jul-13	Apr-18	Available	Indefinite
		Macro Space Planning	14	Nov-14	Apr-18	Available	Indefinite
		Macro Space Planning	15	Sep-15	Sep-18	Available	Indefinite
		Macro Space Planning	16	Mar-17	Mar-20	Not Available	Not Available
		Macro Space Planning	17	Jan-18	Jan-21	Not Available	Not Available
	Mobile Shelf Management	Apollo AIMMS	2 & earlier	Jan-03	Apr-18	Available	Indefinite
		Shelf Execution	12	Aug-12	Apr-18	Available	Indefinite
		Mobile Shelf Management	13	Jul-13	Apr-18	Available	Indefinite
	Investigator	Apollo Investigator	3 & earlier	Dec-10	Apr-18	Available	Indefinite
	Store Performance Analysis	Cosmic Store Explorer	pre-2012	Before 2012	Apr-18	Available	Indefinite
		Store Explorer	12	Jan-12	Apr-18	Available	Indefinite
		Store Insights	13	Jan-13	Apr-18	Available	Indefinite
	Category Insight Analysis	Cosmic Insights Explorer	pre-2012	Before 2012	Apr-18	Available	Indefinite
		Insights Explorer	12	Jan-12	Apr-18	Available	Indefinite
		Category Insights	13	Jan-13	Apr-18	Available	Indefinite
		Category Insights	14	Nov-14	Apr-18	Available	Indefinite
		Category Insights	15	Sep-15	Sep-18	Available	Indefinite
		Category Insights	16	Mar-17	Mar-20	Not Available	Not Available
		Category Insights	17	Jan-18	Jan-21	Not Available	Not Available
	Price Optimization	Cosmic Pricing Tool	pre-2012	Before 2012	Apr-18	Available	Indefinite
		Pricing Tool	12	Jan-12	Apr-18	Available	Indefinite
		Price Management	13	Jan-13	Apr-18	Available	Indefinite
	Strategic Assortment Planning	Cosmic Range Manager	pre-2012	Before 2012	Apr-18	Available	Indefinite
		Range Manager	12	Jan-12	Apr-18	Available	Indefinite
		Assortment Management	13	Jan-13	Apr-18	Available	Indefinite



		Assortment Management	14	Nov-14	Apr-18	Available	Indefinite	
		Assortment Management	15	Sep-15	Sep-18	Available	Indefinite	
		Assortment Management	16	Mar-17	Mar-20	Not Available	Not Available	
		Assortment Management	17	Jan-18	Jan-21	Not Available	Not Available	
	Account, Trade Expenditure & Promotions Management		Cosmic Customer Manager	pre-2012	Before 2012	Apr-18	Available	Indefinite
			Customer Manager	12	Jan-12	Apr-18	Available	Indefinite
			Trade Promotions Management	13	Jan-13	Apr-18	Available	Indefinite
	Data Matching		Cosmic ProMatch	1.4.2 & earlier	Jan-10	Apr-18	Available	Indefinite
			Product Match	12	Jan-12	Apr-18	Available	Indefinite
			Product Matching	13	Jan-13	Apr-18	Available	Indefinite
	Fifth Dimension Products		SPHQ	5	Feb-16	Feb-19	Not Available	Not Available
			SPHQ	5.1	Feb-17	Feb-20	Not Available	Not Available
			PRISM	3.1	May-15	May-18	Not Available	Not Available
			PRISM	4.1	Mar-17	Mar-20	Not Available	Not Available
			Virtual Shelf	5.1.44	Mar-15	May-18	Not Available	Not Available
			Virtual Shelf	5.1.56	Jun-15	Jun-18	Not Available	Not Available
			Virtual Range	1.1.18	Sep-11	Sep-14	Not Available	Not Available
			Virtual Range	3.0.0.2	Jan-15	May-18	Not Available	Not Available
			Virtual Aisle	1.22	Feb-11	Feb-14	Not Available	Not Available
			Virtual Aisle	1.2.8.0	Jun-15	Jun-18	Not Available	Not Available
			StoreView M	64.5.5	Mar-14	Mar-17	Not Available	Not Available
			Merlin Plus	2.3.5.2	Apr-15	Apr-18	Not Available	Not Available
			Merlin Plus	2.4.2.5	Jan-16	Jan-19	Not Available	Not Available
			Merlin	3	Mar-13	Mar-16	Not Available	Not Available
			Merlin	5	Sep-14	Sep-17	Not Available	Not Available
			StoreNet Collaboration	2.10.6	Jan-16	Jan-19	Not Available	Not Available
			StoreNet Collaboration	2.5.6	Feb-17	Feb-20	Not Available	Not Available
	StoreNet Insights	5.0.8	Dec-16	Dec-19	Not Available	Not Available		
	StoreNet Insights	5.0.9	Jan-17	Jan-20	Not Available	Not Available		



Supply Chain (GOLD)

Product Family	Product / Business	Application	Version	General Availability Date	Premier Support Ends	Extended Support	Customer-Specific Support Ends
Supply Chain Management (GOLD)	Supply Chain Management	GOLD Central / Shop	4.8	Jan-98	Jun-13	Not Available	Indefinite
		GOLD Central / Shop	5.0.1	May-04	Jun-13	Available	Indefinite
		GOLD Central / Shop	5.0.2	Nov-04	Jun-13	Available	Indefinite
		GOLD Central / Shop	5.0.3	May-05	Jun-13	Available	Indefinite
		GOLD Central / Shop	5.0.4	Nov-05	Jun-13	Available	Indefinite
		GOLD Central / Shop	5.0.5	May-06	Jun-13	Available	Indefinite
		GOLD Central / Shop	5.0.6	Nov-06	Jun-13	Available	Indefinite
		GOLD Central / Shop	5.0.7	Jul-07	Jun-13	Available	Indefinite
		GOLD Central / Shop	5.0.8	Oct-08	Apr-18	Available	Indefinite
		GOLD Central / Shop	5.0.9	Jan-10	Apr-18	Available	Indefinite
		GOLD Central / Shop	5.10	Apr-13	Indefinite	Not Available	Not Available
	Product Information Management	GOLD PIM	5.0.8	Oct-08	Oct-14	Available	Indefinite
		GOLD PIM	5.0.9	Jan-10	Apr-18	Available	Indefinite
		GOLD PIM	5.10	Apr-13	Indefinite	Not Available	Not Available
		GOLD PIM	6.0	Jul-16	Indefinite	Not Available	Not Available
	Warehouse Replenishment	GOLD Topase	4	July-02	Jun-13	Not Available	Indefinite
		GOLD Topase	5.0.5	May-06	Jun-13	Available	Indefinite
		GOLD Topase	5.0.6	Nov-06	Jun-13	Available	Indefinite
		GOLD Topase	5.0.7	Jul-07	Jun-13	Available	Indefinite
		GOLD Topase	5.0.8	Oct-08	Apr-18	Available	Indefinite
		GOLD Topase	5.0.9	Jan-10	Apr-18	Available	Indefinite
		GOLD Warehouse Replenishment	6.0	Oct-12	Indefinite	Not Available	Not Available
		GOLD Warehouse Replenishment	6.1	Jan-16	Indefinite	Not Available	Not Available
		GOLD Warehouse Replenishment	6.2	Sept-17	Indefinite	Not Available	Not Available
	Store Replenishment	GOLD Store Replenishment	6.1	Feb-16	Indefinite	Not Available	Not Available



Demand Forecasting	GOLD Forecast	5.0.1	May-04	Jun-13	Available	Indefinite
	GOLD Forecast	5.0.2	Nov-04	Jun-13	Available	Indefinite
	GOLD Forecast	5.0.3	May-05	Jun-13	Available	Indefinite
	GOLD Forecast	5.0.4	Nov-05	Jun-13	Available	Indefinite
	GOLD Forecast	5.0.5	May-06	Jun-13	Available	Indefinite
	GOLD Forecast	5.0.6	Nov-06	Jun-13	Available	Indefinite
	GOLD Forecast	5.0.7	Jul-07	Jun-13	Available	Indefinite
	GOLD Forecast	5.0.8	Oct-08	Apr-18	Available	Indefinite
	GOLD Forecast	5.0.9	Jan-10	Apr-18	Available	Indefinite
	GOLD Demand Forecasting	6.0	Oct-12	Indefinite	Not Available	Not Available
	GOLD Demand Forecasting	6.1	Jan-16	Indefinite	Not Available	Not Available
	GOLD Demand Forecasting	6.2	Sep-17	Indefinite	Not Available	Not Available
Store Operation	GOLD Store Operation	6.0	Dec-14	Indefinite	Not Available	Not Available
Store Mobility	GOLD Mobile	5.0.5	May-06	Jun-13	Available	Indefinite
	GOLD Mobile	5.0.6	Nov-06	Jun-13	Available	Indefinite
	GOLD Mobile	5.0.7	Jul-07	Jun-13	Available	Indefinite
	GOLD Mobile	5.0.8	Oct-08	Apr-18	Available	Indefinite
	GOLD Mobile (including DSD)	5.0.9	Jan-10	Apr-18	Available	Indefinite
	GOLD Mobile	5.10	Apr-13	Indefinite	Not Available	Not Available
	GOLD Store Mobility	6.0	Dec-14	Indefinite	Not Available	Not Available
	GOLD Store Mobility	6.1	Sep-15	Indefinite	Not Available	Not Available
Point-of-Sale	GOLD POS	5.0.6	Nov-06	Jun-13	Available	Indefinite
	GOLD POS	5.0.7	Jul-07	Jun-13	Available	Indefinite
	GOLD POS	5.0.8	Oct-08	Apr-18	Available	Indefinite
	GOLD POS	5.0.9	Jan-10	Apr-18	Available	Indefinite
	GOLD POS	5.10	Apr-13	Indefinite	Not Available	Not Available
Supply Chain Insights	GOLD Mine	5.0.8	Oct-08	Apr-18	Available	Indefinite
	GOLD Mine	5.0.9	Jan-10	Apr-18	Available	Indefinite



		GOLD Mine	5.10	Apr-13	Indefinite	Not Available	Not Available
		GOLD Replenishment Insights - Distribution Centre	6.0	Apr-13	Indefinite	Not Available	Not Available
		GOLD Replenishment Insights - Store	6.0	Apr-13	Indefinite	Not Available	Not Available
		GOLD Channel Insights	6.0	Nov-14	Indefinite	Not Available	Not Available
		GOLD Instant Insights	6.1	Jan-15	Indefinite	Not Available	Not Available
		GOLD Channel Insights	6.1	Jun-16	Indefinite	Not Available	Not Available
		GOLD Replenishment Insights	6.1	Mar-17	Indefinite	Not Available	Not Available
	Event Monitoring	GOLD Events	5.0.6	Nov-06	Jun-13	Available	Indefinite
		GOLD Events	5.0.7	Jul-07	Jun-13	Available	Indefinite
		GOLD Events	5.0.8	Oct-08	Apr-18	Available	Indefinite
		GOLD Events	5.0.9	Jan-10	Apr-19	Not Available	Not Available
		GOLD Events	5.10	Apr-13	Indefinite	Not Available	Not Available
	Warehouse Management	GOLD Stock	4.8	Jan-98	Jun-13	Not Available	Indefinite
		LSP	All	Before 2012	Not Available	Not Available	Available
		GOLD Stock	5.0.1	May-04	Jun-13	Available	Indefinite
		GOLD Stock	5.0.2	Nov-04	Jun-13	Available	Indefinite
		GOLD Stock	5.0.3	May-05	Jun-13	Available	Indefinite
		GOLD Stock	5.0.4	Nov-05	Jun-13	Available	Indefinite
		GOLD Stock	5.0.5	May-06	Jun-13	Available	Indefinite
		GOLD Stock	5.0.6	Nov-06	Jun-13	Available	Indefinite
		GOLD Stock	5.0.7	Jul-07	Jun-13	Available	Indefinite
		GOLD Stock	5.0.8	Oct-08	Oct-14	Available	Indefinite
		GOLD Stock	5.0.9	Jan-10	Apr-18	Available	Indefinite
		GOLD Stock	5.10	Jun-13	Indefinite	Not Available	Not Available
		Warehouse Management (AS5400)	PMS-AS400	All	Before 2012	Not Available	Not Available
	TPE-AS400		All	Before 2012	Not Available	Not Available	Available
	Warehouse	GOLD Pick	4.8	Jan-98	Jun-13	Not Available	Indefinite



Slotting Optimization	GOLD Pick	5.0.1	May-04	Jun-13	Available	Indefinite
	GOLD Pick	5.0.2	Nov-04	Jun-13	Available	Indefinite
	GOLD Pick	5.0.3	May-05	Jun-13	Available	Indefinite
	GOLD Pick	5.0.4	Nov-05	Jun-13	Available	Indefinite
	GOLD Pick	5.0.5	May-06	Jun-13	Available	Indefinite
	GOLD Pick	5.0.6	Nov-06	Jun-13	Available	Indefinite
	GOLD Pick	5.0.7	Jul-07	Jun-13	Available	Indefinite
	GOLD Pick	5.0.8	Oct-08	Oct-14	Available	Indefinite
	GOLD Pick	5.0.9	Jan-10	Apr-18	Available	Indefinite
	GOLD Pick	5.10	Jun-13	Jun-18	Not Available	Not Available
Supply Chain Tracking	GOLD Track	5.0.6	Nov-06	Jun-13	Available	Indefinite
	GOLD Track	5.0.7	Jul-07	Jun-13	Available	Indefinite
	GOLD Track	5.0.8	Oct-08	Oct-14	Available	Indefinite
	GOLD Track	5.0.9	Jan-10	Apr-18	Available	Indefinite
	GOLD Track	5.10	Jun-13	Indefinite	Not Available	Not Available
Warehouse Voice Operations	GOLD Vocal	4.8	Jan-98	Jun-13	Not Available	Indefinite
	GOLD Vocal	5.0.1	May-04	Jun-13	Available	Indefinite
	GOLD Vocal	5.0.2	Nov-04	Jun-13	Available	Indefinite
	GOLD Vocal	5.0.3	May-05	Jun-13	Available	Indefinite
	GOLD Vocal	5.0.4	Nov-05	Jun-13	Available	Indefinite
	GOLD Vocal	5.0.5	May-06	Jun-13	Available	Indefinite
	GOLD Vocal	5.0.6	Nov-06	Jun-13	Available	Indefinite
	GOLD Vocal	5.0.7	Jul-07	Jun-13	Available	Indefinite
	GOLD Vocal	5.0.8	Oct-08	Oct-14	Available	Indefinite
	GOLD Vocal	5.0.9	Jan-10	Apr-18	Available	Indefinite
	GOLD Vocal	5.10	Aug-13	Indefinite	Not Available	Not Available
	GOLD Warehouse Vocal Operations	6.0	Jan-15	Indefinite	Not Available	Not Available
	GOLD Warehouse Vocal Operations	6.1	Dec-16	Indefinite	Not Available	Not Available



	Warehouse Services Billing	GOLD Billing	5.0.6	Nov-06	Jun-13	Available	Indefinite
		GOLD Billing	5.0.7	Jul-07	Jun-13	Available	Indefinite
		GOLD Billing	5.0.8	Oct-08	Oct-14	Available	Indefinite
		GOLD Billing	5.0.9	Jan-10	Apr-18	Available	Indefinite
		GOLD Billing	5.10	Jun-13	Indefinite	Not Available	Not Available
	Warehouse Capacity Management	GOLD C-Plan	5.0.6	Nov-06	Jun-13	Available	Indefinite
		GOLD C-Plan	5.0.7	Jul-07	Jun-13	Available	Indefinite
		GOLD C-Plan	5.0.8	Oct-08	Oct-14	Available	Indefinite
		GOLD C-Plan	5.0.9	Jan-10	Apr-18	Available	Indefinite
		GOLD C-Plan	5.10	Jun-13	Indefinite	Not Available	Not Available



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