Product End of Life (EOL) Notice - WinPC6

May 1, 2018

TCS BI is committed to providing the highest quality products and services to our customers. We pride ourselves in providing customer journey data and analytics in a meaningful way. We understand that our investment in technology evolution allows our customers to establish and maintain competitive advantages, achieve operational efficiencies and provide superior customer service.

WinPC6, our first statistics dashboard, was developed in 1992. Since then, we have managed its periodic updates to support product developments and operating systems.

To support new technologies in foot traffic counting as well as pathing the way for future developments, WinPC6 has now reached its End of Life. This is effective immediately.

Product innovation - our priority

At TCS BI, we view product EOL as a part of the life cycle that drives new technology and product innovation. Our commitment to continually improve our solutions led to the significant research and investment into the development of Acumen³, our cloud-based traffic counting software platform released in 2013.

Acumen³ has a feature rich road map which includes supporting business data sets that WinPC6 is not capable of. In addition to traditional foot traffic data, Acumen³ also supports water metering and customer satisfaction surveys.

We are continually looking at adding other important business data into our Acumen³ all-in-one platform. For example, future features will include electricity metering, gas metering, environmental data, amenities usage and more.

We encourage current WinPC6 users to sign up for a free demo of Acumen³ so you can see first-hand how this superior solution will allow you to do more with your data. Please visit acumen3.com.au, call 1800 506 706 or email info@tcsbi.com to find out more and book your demo.

What the EOL notice means for existing WinPC6 users

There is no risk in continuing to use the WinPC6 software on your existing computers with the existing hardware.

Systems younger than 12 months will continue to enjoy TCS BI's free unlimited support as part of the warranty and defects period. Systems over 12 months are still supported at our standard hourly rate.

Please refer to the *TCS BI 2018 Support and Service Charter* for more information including our hourly rates.

We would like to take this opportunity to thank you for choosing TCS BI as your people counting and visitor monitoring partners. Please contact us if you have any questions.

Sincerely,

TCS BI
1800 506 706