

Design, Deploy, and Integration

Our experts in complex technology deployments can help maximise the value of your technology investments.

Think about the number of IT-interdependent technologies at play in today's retail ecosystem: RFID, EAS, IoT, Smart Sensors, video, and a host of other cutting-edge technologies, all of which need to be connected and integrated in order to deliver connected solutions and actionable insights. Put another way, it's not just a complex and ever-evolving ecosystem, but one in which operational efficiencies – and the ultimate value of technology investments – hinge on having the right approach to system design, deployment, and integration.

Our Design, Deploy, and Integration Service at Sensormatic Solutions is designed to ensure always-on, always-secure systems. Here's how the Service works for you.

How we design, deploy, and integrate complex technology environments

"Digital transformation" might be just another buzzword for many businesses right now, but it's undeniably a reality for retailers today. You can see this reflected in myriad ways: real-time analytics around inventory intelligence, heightened awareness of and visibility into shoppers' preferences, enhanced loss-prevention and asset-protection capabilities, plus dozens of other sophisticated applications.

Advanced technologies are the driving force behind all of these things, making it possible to delight customers in unprecedented ways. For retailers to bring that vision to life, however, these technologies must be connected, configured, and integrated not only with one another, but with existing systems as well. Given the scale of that challenge, any solution – for it to justify the name – requires three things: thoughtful solution design and programme delivery, hypercare and change management, and integration and customisations, where needed.



*Retail is not just a complex and ever-evolving ecosystem, but one in which operational efficiencies – and the ultimate value of technology investments – hinge on **having the right approach to system design, deployment, and integration.***



Here's how Sensormatic Solutions delivers on all three accounts.

Holistic solution design and programme delivery

Our solution design and programme delivery workflow comprise eight strategic steps:

- Defining the scope of work and creating a statement of work
- Identifying the functional and design requirements of the technology solution, along with defining the business case
- Verifying the solution's kick-off requirements, initiating the design and planning phase, and ensuring overall site readiness
- Procuring the optimal hardware, software, and hosting environment
- Building the solution for real-world production deployments
- Comprehensively testing and validating the solution
- Setting up and installing the solution in the production environment, including in-depth training for relevant stakeholders
- Providing best-in-class support to ensure the seamless adoption of the solution at both the store and supply chain level, planning for change management and ultimately handing off to one of our dedicated professionals for ongoing support.

Our solutions are designed and deployed to meet both functional and non-functional requirements – they won't just operate with critical business and IT areas – but will also integrate with existing systems to enable enhanced supply chain management, for example. Of course, that's only possible because our professionals take a wholly unique, customised approach to each client engagement. We *always* configure and optimise our SaaS solutions based on retailers' specific needs.

Seamless system integrations and customisations

As a recognised global leader in connected, scalable solutions for retailers, we're armed and ready for complex technology deployments – so we understand the importance of seamlessly integrating new technology systems with digital efforts already underway. That's why, during the system integration stage, we'll bring together all component subsystems into a single system, linking different computing systems and software applications (physically or functionally) to ensure that the subsystems can appropriately function as a coordinated whole. In the process, we'll take into account ID techs, software solutions from Sensormatic Solutions, various operating systems, hardware, network services, databases, human interfaces, business processes, and more.



Attentive hypercare and change management

Hypercare and change management are how we deliver elevated levels of support at key stages of the process, ensuring your new technology solution can be seamlessly adopted at both the store and supply chain level. What's more, we've developed standardised methods, processes, and procedures for documenting and managing changes, all of which help maximise the value of your technology investment – and ensure that it's the right solution for you. We also provide robust training to all relevant stakeholders in order to support a smooth transition.

Learn more about our Services from Sensormatic Solutions

Design, Deploy, and Integration is just one of many practice areas within our Services group, all of which were developed to help retailers like you innovate, execute, and achieve your strategic goals. If you're eager to learn how our other Services could deliver value for you as well, [click here](#) or ask your Services manager at Sensormatic Solutions to share additional details.

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. With a history of more than 135 years of innovation, Johnson Controls delivers the blueprint of the future for industries such as healthcare, schools, data centres, airports, stadiums, manufacturing and beyond through its comprehensive digital offering OpenBlue. With a global team of 100,000 experts in more than 150 countries, Johnson Controls offers the world's largest portfolio of building technology, software and service solutions with some of the most trusted names in the industry.

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About Sensormatic Solutions

Sensormatic Solutions is the leading global retail solutions portfolio of Johnson Controls powering operational excellence at scale and enabling smart and connected shopper engagement. Our intelligent digital operating platform – Sensormatic IQ – combines the full Sensormatic Solutions portfolio, including third-party data to deliver unmatched insights into shopper experience, inventory intelligence, loss prevention and operational effectiveness with advanced technologies, like AI and Machine Learning. This enables retailers to act on prescriptive and predictive data-driven outcomes to confidently move into the future.

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