

Internal FAQ for SIMS/Phoenix EOS

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We will keep this page updated with the latest information, so please bookmark it and save for future reference.

We are ending support for SIMS and Phoenix on March 31, 2026. We will announce this End of Support (EOS) to customers in March 2025.

GENERAL INFO

Are we ending support for SIMS and Phoenix?

Yes, we have made the decision to end support for SIMS and Phoenix on March 31, 2026. We have not been selling these products for a long time, nor have we been releasing regular product updates. Our product roadmap will focus on enhancing our Manitou products.

What does end of support mean?

End of support (EOS) means that as of March 31, 2026:

- We will no longer provide ANY support for SIMS and Phoenix. This includes technical support, emergency support, product updates, increases in account capacity, hot fixes, and security patches.
- SIMS and Phoenix customers will no longer be billed or invoiced for RMR.
- Support contracts for remaining SIMS/Phoenix customers will automatically be cancelled.
- Customer support portal accounts will be deactivated, which means customers can no longer access the portal or view their case history. (Exception to this is customers who are in the process of migrating to Manitou, or who use other Bold Group products. They will still be able to access the portal.)

Note: SIMS servers (SIMS zip code servers, SIMSXfer receiving servers, SIMS disaster recovery server) will be shut down at a later date, after we verify that all customers have migrated off of SIMS.

Is end of support (EOS) different from end of life (EOL), and what term should we use?

The definitions of these terms vary from company to company, and are often used interchangeably. These are our definitions:

- **End of life** comes first and refers to software products that are no longer sold or renewed.
- **End of support** means the end of all support services for the product, including technical support resources, product updates, and patches for critical vulnerabilities.

We are using the term **end of support (EOS)** in official customer communications; however, it's not a big deal if you use the term end of life (EOL) in conversations with customers.

Which products does the End of Support apply to?

The end of support applies to:

Core Products

- SIMS Workstation Client (SIMS III for Windows, SIMS II for Windows, SIMS DOS, SIMS I)
- SIMS III Receiver/SIMS Receiver
- Phoenix

Other SIMS Applications/Modules

- SIMS III FormWriter/SIMS II FormWriter (program that automatically generates reports)
- SIMS III Comserver/SIMS Comserver (handles emails, faxes and SMS messaging)
- SIMSXfer (sends a backup of the database and other files to Bold Group servers)
- SIMSWeb IV/SIMSWeb III/SIMSWeb (Internet Information Services (IIS) that runs in the background; web-based program that allows customers and/or dealers to have access to their accounts)
- SIMS Dispatch (Internet Information Services (IIS) that runs in the background; sends signals out via 2-way text messaging to lessen the operator workload)
- SIMS Pocket App/SIMS iPocket Server (iOS or Android app and the program that connects servers/account data to the app)
- SIMS PERS (mobile medical emergency app that allows a GPS location to be sent to the Central Station if the emergency button is activated).
- LiveUpdate 4/LiveUpdate 3 (enables end users to update SIMS programs on workstations)
- SIMS III Overwatch (shows information on each program that is running using SIMSData.dll)
- SIMS Disaster Recovery

The end of support DOES NOT apply to:

- VaporPaper2/VaporPaper3 (“printer” program that records raw data directly from receivers and writes the information to a file rather than the output going to a physical printer. This product can be used with other SIMS products or as a standalone program with Manitou or Stages)
- SignalSafe (also a standalone printer program that can be used with Manitou or Stages; same functionality as VaporPaper)

When are we announcing this to customers?

We plan to make an initial End of Support (EOS) announcement to customers by email on March 18, 2025. We know customers need adequate time to evaluate their options and plan and budget for migrating to another software solution (hopefully Manitou) before the EOS date.

Our initial customer communication plan includes:

- Email announcement
- [Migration resource page](#) on the Bold Group website with FAQs, information about Manitou, a form to request a conversation with sales (*Note: the resource page will not be published until we are ready to launch the campaign.)

Can I tell customers that we are ending support for SIMS and Phoenix?

No, before the formal announcement in March 2025, you cannot tell customers that we are planning to end support for

or end of life these products.

So what can I tell customers asking about SIMS and Phoenix EOL before the official customer announcement has been made?

You may tell customers:

- I don't know if we are planning to end support for SIMS or Phoenix, but I can tell you that the majority of our support and development resources are dedicated to Manitou, which is our flagship alarm monitoring platform.
- The outdated codebases and architecture of SIMS and Phoenix make it really hard, if not impossible in many cases, to bring new features and integrations to these products.
- Technology is constantly changing in this industry, and we believe the best way to serve our customers is to prioritize and focus our resources on products that are more modern and that can keep up with the latest technologies and trends.

Why are we ending support for SIMS and Phoenix?

Ending support for software is a normal and expected part of the product lifecycle. To effectively support our customers and continue to grow as a business, we have to constantly evaluate our products in terms of changing requirements and technology, market preferences, and profitability.

Some of the specific considerations for these products are:

- SIMS and Phoenix are both legacy products built on very old code bases. We are limited in the technology and integrations we can bring to them.
- Resolving technical support cases for SIMS and Phoenix is disproportionately challenging and time-intensive as compared to resolving support cases for Manitou. We lack product documentation and internal knowledge to be able to provide effective support.
- These products are being used by a small segment of our customers, and don't offer opportunities for revenue growth like our other alarm monitoring products.

The bottom line is: that we need to dedicate our resources to the products that are able to evolve along with technology and market preferences, that provide a good experience for customers, and that are profitable for us.

Having said that, it's important to keep in mind these products are important to the customers who use them. Migrating to a new system is a significant undertaking, and we need to recognize this and empathize with customers. We will provide customers with comprehensive resources to reduce uncertainty, help customers make a decision about their alarm monitoring platform, and demonstrate to them the value of staying with Bold Group,

Why does the EOS not apply to VaporPaper or SignalSafe?

Though VaporPaper2 and VaporPaper3 are categorized internally as SIMS modules and SignalSafe as a Phoenix module, they function as standalone modules and are used by some Stages and Manitou customers.

StealthLogger is a Manitou module that functions similarly. They are all "printer" programs that record raw data directly from receivers and write the information to a database rather than the output going to a physical printer. We will further evaluate these four products in the future as part of our overall product strategy and rationalization. Of all of

these programs, VaporPaper3 is the only one that is FIPS compliant (required by government accounts such as DHS, plus many retail customers). Some customers may need to migrate to VaporPaper3 for this reason.

How many customers are using SIMS and Phoenix right now?

As of January 2025, there are 86 customers using the SIMS platform, and 27 customers using the Phoenix platform that we will be sending EOL communications to. (This doesn't count customers who have already signed contracts to move to Manitou.)

PRODUCT ALTERNATIVES & MIGRATION PATH

What options do customers have to replace their SIMS or Phoenix software?

We are encouraging SIMS and Phoenix customers to move to one of our Manitou product offerings.

What action should customers take?

We've built a dedicated resource page to provide relevant information, proactively answer customer question, and build trust with customers as they prepare to move to a new monitoring platform, hopefully with Bold Group. Please share this web page with customers: <https://www.boldgroup.com/sims-phoenix-migration>. This is a great place for them to get started and likely has answers to many of their questions.

If they're ready to discuss their upgrade/migration path, they should reach out to sales. They can do this by:

- Reaching out to their account rep directly
- Emailing boldsales@boldgroup.com
- Or [completing the form](#) on the migration page.

What are we doing to promote Manitou to SIMS/Phoenix customers so we don't lose their business?

Our Sales team has been working behind the scenes for more than a year to encourage SIMS customers to move to Manitou. Sales will continue to do 1:1 outreach once the EOS is formally announced. In addition, our marketing & communications plan will educate customers about the value of Manitou and the value of staying with Bold Group through a variety of tactics (emails, ISC West meetings, webinar + demo, website, FAQs and more).

What migration tools and resources do we have to help customers make the move to Manitou?

To streamline the migration process and increase time to value (TTV), we've developed three different migration/data conversion packages for SIMS to Manitou, and our sales team will recommend a package based on customer size (# of accounts) and the complexity of their data. We've also created eLearning resources for customers who upload their data themselves. We've done a lot of SIMS to Manitou conversions, and we know how to do them well. This is another reason for customers to stay with Bold Group rather than move to a competitor.

For Phoenix to Manitou migrations, we have scripts to help with the data conversion. Sales will evaluate the needs of Phoenix customers who choose to migrate and recommend a migration package.

Will our professional services team be able to support the migration of so many customers to Manitou before the EOS date?

We do not expect to complete the migration of all interested customers to Manitou by March 31, 2026. Some customers will need more time to evaluate and make a decision about what's best for their business, so we expect and are prepared to support migrations beyond the EOS date.

Our goal is to migrate as many SIMS/Phoenix customers to Manitou as possible. As long as a customer commits to the move and has signed a contract by March 31, 2026, we will work with these customers on a case-by-case basis to migrate Manitou. We want to drive urgency in customers; however, and encourage them to begin their migration asap, so this information should not be shared externally.

How can customers learn more about Manitou?

You can direct them to their Account Rep or to contact sales at boldsales@boldgroup.com.

What happens if these customers don't move to Manitou – can they keep using their SIMS/Phoenix software?

Customers can keep using their SIMS/Phoenix software. However, their support contract will automatically be canceled on March 31, 2026, and they will no longer have access to technical support, even in the event of a critical outage. Being on unsupported software brings significant risk and makes their systems and data vulnerable to threats. We highly recommend they move to a supported platform.

Do customers need to take any action to keep operating their SIMS/Phoenix software after the EOS date?

Yes. If a customer's SIMS III system is connected to Bold Group's SIMS Xfer or SIMS Zip Code Servers, they will need to disconnect from those servers to continue using their software without errors. We have provided instructions at these links:

- [SIMS Xfer Server Update Instructions](#)
- [SIMS Zip Code Server Update Instructions](#)

Phoenix customers will need to periodically update their license to continue using their software. Instructions provided in [this article](#).

This information and links will be provided to customers in the [Customer FAQs](#) on our [Migration Resource Page](#).

Can customers purchase the source code for SIMS/Phoenix?

No, this is not an option we are offering.

BILLING

How does the end of support affect customer billing?

We have moved all SIMS and Phoenix customers to a monthly billing schedule. (Previously most paid on an annual

basis.)

If a customer has already prepaid for a term that extends past the EOS date (this is rare), then they should submit a support case. These customers will go through our usual credits and cancellation process and be addressed on a case-by-case basis.

What if a customer's support contract renews between now and March 31, 2026?

Their contract will be renewed automatically, and they will be billed on a monthly basis from the renewal date through the end of support date.

What if a customer stops paying us after the EOS announcement?

We will follow our existing Support Hold process. After 60 days, the account will be flagged and put on Support Hold, and a note will go on the account in Salesforce. After 120 days (120 in most cases but time varies by customer), the account is sent to collections. If a customer requests technical support by opening a support case and the case is not critical/emergency, the case is sent to the support hold queue, and our accounting team reaches out about payment.

What if customers want to cancel before the end of support date?

SIMS and Phoenix customers may cancel before the EOS date, subject to the terms of their agreement. If they want to cancel, they should submit a support case requesting cancellation. The case will then go through our regular cancellation process.

Will we give a refund or credit to customers who cancel before the end of support date?

Since we are switching customers to monthly billing, we do not expect there to be a need for refunds/credits. If any customer does request a refund, the case will go through our usual credits process and be addressed individually.

If a customer has questions related to billing or their contract, who do we refer them to?

They should open a support case through the support portal and indicate their question has to do with billing/their contract.

SUPPORT & RESOURCES

Can SIMS/Phoenix customers continue to submit support cases and receive technical support up until the EOS date?

Yes. Customers may continue to request technical support as long as the account is kept current with maintenance fees. They may request technical support by opening a support case in the Bold Group support portal, and our team will work these cases as usual.

We will NOT address cases that are bug fixes or feature enhancement requests (i.e. involve development). Those cases will be closed automatically. The only exception would be if the case has a critical or emergency impact. After March 31,

2026, customers will not be able to request or receive any technical support, even for emergency outages.

What happens to open SIMS/Phoenix support cases after the EOS is announced?

All non-critical bug fix cases and feature/enhancement request cases will be closed after the EOS is announced. We will continue to work any open case that has critical or emergency impact.

What is Bold Group's definition of critical and emergency impact?

Critical ([Alarm Monitoring and Hosted Business Management Solutions only](#))

- **Description:** Extreme product outage. Multiple areas of the solution were significantly degraded. All users impacted. Unable to perform most solution functions.
- **Examples:** No workstations or users can log in to the solution. All customers/dealers receiving connection errors. Significant latency or delays in receiving signals present a risk to business or health/safety.

Emergency ([only for Alarm Monitoring solutions](#))

- **Description:** The solution is completely inaccessible. Unable to process any signals. No workaround is available.
- **Examples:** Customer solution impacted by disaster. Lack of access presents a threat to life, property, or safety.

Will SIMS/Phoenix users have access to the support portal after the EOS date?

No. Their accounts will be deactivated, and they will no longer be able to log into the support portal at all. They will not be able to open new support cases nor view their case history. The only exception to this is if a customer is in the process of moving to Manitou or uses other Bold Group products; these accounts will not be deactivated.

Will we continue to support customers who are in the process of migrating to Manitou but have not completed their migration before the EOS date?

Yes. We will continue to provide emergency support to any SIMS or Phoenix customer that has signed a contract to move to Manitou before March 31, 2026. Please note this is emergency and critical support only, as defined above.

What do we do if customers reach out for support after the EOS date?

We will not provide support to these customers. We will provide a template that support team members and other staff can use when responding to these customers, and you may also direct them to our customer-facing [end of support FAQs](#) and [migration resource page](#) on the website.

Will there be additional updates or bug fixes before the EOS date?

We will address any critical bugs that come up between now and the EOS date. However, we do not plan to release any maintenance updates or non-critical bug fixes before that date.

Will customers be able to access BoldU and other SIMS and Phoenix product documentation and learning resources in the future?

The learning enablement team has created a [SIMS documentation center](#) and [Phoenix documentation center](#) in the Manitou knowledge base that will remain available to SIMS/Phoenix customers after the EOS date. The product documentation we have for these two products is limited, and includes a few how-to guides, reference guides, release notes, and user manuals. SIMS and Phoenix documentation is no longer available in BoldU.

What we need from you:

What questions/topics are we missing? What other information do you need to know in order to successfully support this EOL? What questions do you anticipate customers having? **Please reach out to let us know!** Email Blake Galvin, Product Manager for Alarm Monitoring at BlakeG@boldgroup.com
