

End of Life Notification

Synergy ‘Standard’ mapping

This notification is to inform you that the affected products listed below will be ‘end of life’ as of 1st January 2027. This means that no support will be available on the affected product and it will no longer be possible to utilise this product within Synergy.

1 Products Affected

Part code/variant	Description
n/a	Synergy ‘Standard’ mapping (Synergy Pro style “flat” image maps)

Standard mapping, originally based on Synergy Pro maps, uses a tiled-image approach. This notice confirms the timeline for discontinuing legacy Standard mapping in Synergy. From that point forward, this capability will be fully replaced by Synergy Maps, delivering a more advanced and efficient mapping experience.

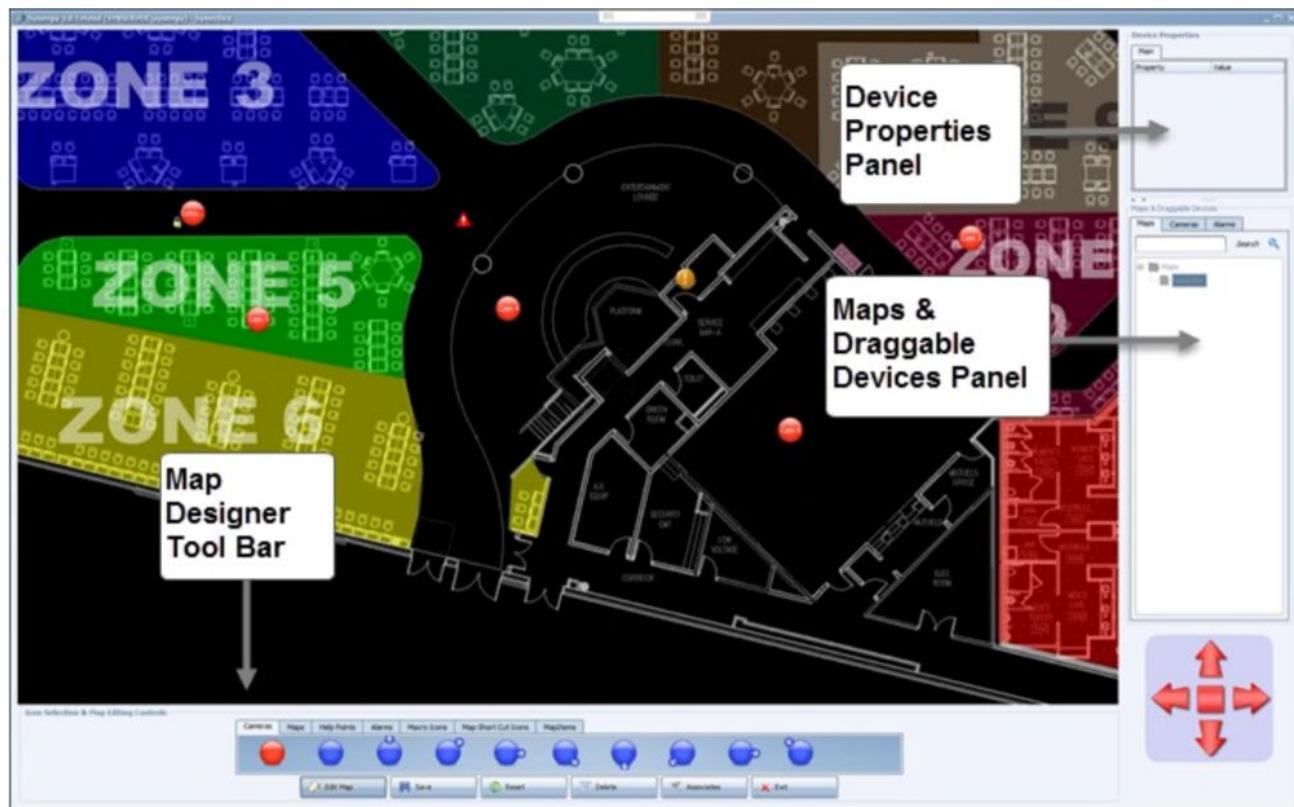


Figure 1 - Example of legacy Standard mapping

2 Reasons for End of Life

The aim is to reduce legacy mapping technologies used in Synergy so that more users can benefit from newer, advanced mapping features and functionality.

There is no active development on Standard mapping, which was superseded by Synergy Maps in v20.2.101 of Synergy (late 2020). All new installations of Synergy have Synergy Maps enabled by default, and specific configuration is required to re-enable legacy 'Standard' mapping.

3 Alternative Product(s)

Synergy Maps (figure 2) was introduced in December 2020 in v20.1.101 of Synergy. It supports **image** maps, **CAD** files and **GIS** mapping services and is the default mapping engine for all Synergy installations. A migration tool is available to migrate legacy Standard maps to *image* maps in Synergy Maps. Alternatively, it is possible to implement CAD and/or GIS maps (Synergy Maps supports image, CAD and GIS maps simultaneously). See the [Synergy Maps - Use It](#) and [Synergy Maps – Make It Work](#) guides on Synectics Global Support Portal.

Synergy's 'Advanced Mapping Module' is available as an upgrade to Synergy Maps, adding features such as CAD auto-plotting, Google Maps and what3words address searching. Please contact your Synectics sales representative for more info.

Replacement Product (optional)	Description
SY-SW-SYNERGY-MODULE-MAP	Synergy Advanced Mapping Module

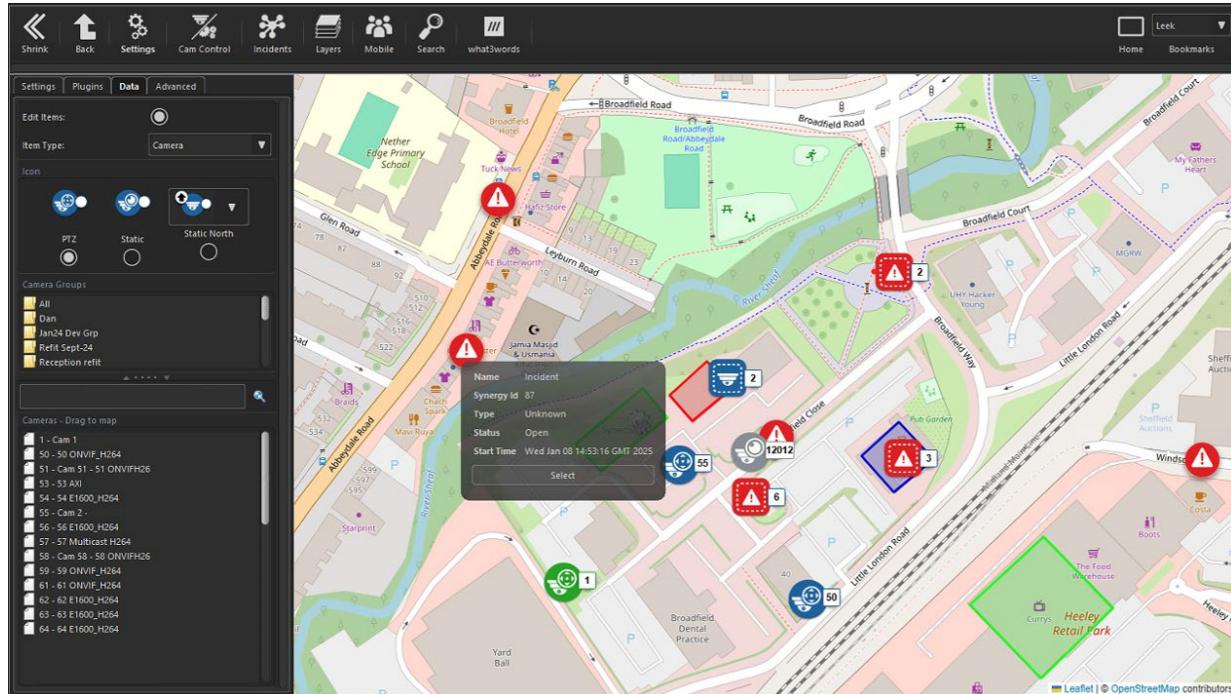


Figure 2 - Synergy Maps

Formats	Legacy 'Standard' mapping	Synergy Maps	
		Desktop	Web/mobile
Image files	JPEG, PNG	✓	
CAD files	DWG, DXF	✓	
Online GIS mapping services <small>(*requires Advanced Mapping Module)</small>	Open Street Map	✓	✓
	Esri*	✓	✓
	Google Maps*	✓	Coming soon
	What3words*	✓	Coming soon
EOL		Q4 2026 major release	No current EOL

Figure 3 - mapping comparison

4 Notification dates

Milestone	Date
Introduction of Synergy Maps – the upgrade path from legacy 'Standard' mapping	December 2020
Last Time Buy	n/a - the current Synergy Maps is already enabled by default.
General Support available until*	December 2026
Extended Support available until*	December 2026
End of Life*	December 2026

*These dates are subject to revision, dependent on any changing factors that may affect our ability to support the product. We will endeavour to maintain these support periods as currently specified.

4.1 Product End of Life (EOL)

There will be no support of legacy Standard mapping from 31st December 2026. It will not be possible to use legacy Standard mapping in the **Q4 2026** Synergy major release and onwards.

5 Definitions

End of Availability is the point that the product is phased out by Synectics.

Last Time Buy (LTB) is the point at which the last order for the product can be made.

General Support means that the product will continue to be updated and maintained by Synectics where necessary, and support will remain available. Spares will remain available where stock permits, and reference information about the product will remain available on the Synectics Global Support Portal.

Extended Support means that the product will continue to be supported if Synectics have contractually agreed to do so. The product will no longer be updated and maintained unless necessary.

End of Life means that we will no longer be able to provide support or spares for the product. Should you require a replacement product, your Synectics sales representative will be happy to assist.

6 Response

For additional information regarding this notification, please contact your local Synectics representative or email eol@synecticsglobal.com.