



End-of-Sale (EoS), End-of-Life (EoL) Notice

RealView Visual Workflow Optimization Software (RealView)

S.A.F.E. Situational Awareness for Everyone Display (SAFE)

February 1, 2019

Dear Valued Customer,

Our records indicate that your facility previously purchased and is currently using our RealView Visual Workflow Optimization Software (RealView) or our S.A.F.E. Situational Awareness For Everyone Display (SAFE). This letter is to inform you that effective February 1, 2019, STERIS will stop offering the RealView and SAFE products for sale. This includes the selling of upgrades, expansions, EMR migrations, or any other software enhancement.

Products reach the end of their Product Life Cycle for several reasons. These reasons may be due to market demands and preferences, technology innovation driving changes in the product, or the products simply mature over time and are replaced by more efficient technologies. The information in this letter explains our rationale and outlines the End of Sale (EoS) and End of Support Life (EoL) plan for RealView and SAFE, to help Customers better manage their transition and to understand the role that STERIS can play in helping to migrate to alternative platforms and technology.

Regarding RealView and SAFE, we are choosing to merge many of the useful features found in these software products into our already industry-leading Operating Room integration (ORi) systems. We've found that having separate, enterprise-level software applications makes it more complicated to implement, difficult to consistently apply security updates, and more expensive for our Customers than if similar features were incorporated into our ORi platform.

Since our plan is to evolve our integrated operating room architecture over time to include select facets of the RealView and SAFE products within our ORi portfolio, STERIS will no longer offer RealView or SAFE as stand-alone software solutions going forward. We envision that an ORi product efficiently offering popular elements of RealView and SAFE into its infrastructure is a better clinical solution for Customers, thus providing a more seamless patient care environment. By merging these components of the software portfolio into the OR integration system, we will realize a more complete clinical solution and a more cost-effective platform for supporting our Customers in the years ahead.

The following information summarizes our RealView and SAFE EoS and EoL Plan:

1. As stated, effective February 1, 2019, the EoS date, STERIS will stop offering the RealView and SAFE products for sale. This includes the selling of upgrades, expansions, EMR migrations, or any other software enhancement.
2. RealView and SAFE will continue to be supported for five years from the EoS date. This is known as the EoL date – January 31, 2024.
3. All RealView and SAFE support, as outlined below, will require a valid service agreement. Please contact your local Account Manager to ensure a service agreement is in place that covers RealView and SAFE. Service agreements will only be available through the EoL date. If a service agreement lapses for more than 12 months it may not be renewable.
 - a. Remote Support: Access to RealView and SAFE Technical Support will continue to be available 24 hours a day, seven days a week through the EoL date with a valid service agreement.
 - b. Hardware support: Access to replacement parts for RealView and SAFE hardware will be available up to the EoL date, in accordance with our Return Materials Authorization (RMA) process and with a valid service agreement.
 - c. Software support: Software bug fixes, maintenance releases, and critical patches will be available up to the EoL date with a valid service agreement.

This notice does not apply to any other product or service from STERIS beyond RealView and SAFE. If you have any questions or concerns, please reach out to your local STERIS account manager or contact me using the information provided below.

Sincerely,



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