



GARDiS

GARDiS Software Upgrade

**EXgarde to GARDiS
Software Migration**

EXGARDE-MIGRATION

EXGARDE End of Life Statement

When our EXgarde Platform was introduced back in 2001, it was at the cutting edge of Access Control Software and offered many innovative features and functions. Over time it has developed into the workhorse of thousands of TDSi Access Control Systems around the world, a reliable, feature-rich platform which is trusted by installers and end users alike.

Over recent years, however, advancements in modern computing technology and user requirements have brought us to the point where we have identified that the EXgarde Platform is no longer equipped to continue to deliver the cutting-edge capabilities, seamless integrations, and service levels that our customers expect and modern technology demands. For these reasons we are announcing that our EXgarde Software will be classed as 'End of Life' from 1st May 2024 and will cease to be available for new installations from that date. We understand that this announcement may come as a surprise to many and would like to reassure you that although we are not actively developing new features for EXgarde from this point onwards, we are committed to providing support for our EXgarde Software platform for three years (until 1st May 2027) and all existing installations will, of course, continue to function. We hope that the inclusion of a three-year support window will provide reassurance for existing EXgarde users and provide ample time for them to plan their transition and migration to our new browser-based GARDiS Access Control Software.

With this announcement in mind, we're pleased to announce our GARDiS migration process, allowing EXgarde Software users to migrate their existing EXgarde System to our latest flagship GARDiS Software platform. This software migration process has been designed to provide a seamless changeover, often without the need to replace any of your existing Hardware.

The GARDiS Software Platform, offers substantial improvements in efficiency and usability, ensuring that our customers can continue to benefit from state-of-the-art solutions and developments such as third-party software integrations and new feature additions. With a REST API at its core (for ease of integration), the GARDiS Software platform is designed with the future in mind and is well positioned to offer end users a robust, reliable and feature rich access control platform.

The EXgarde to GARDiS migration process is designed to be straightforward and cost-effective. In most cases, existing hardware can be retained, minimising the need for a complete system overhaul. The TDSi Team will manage the software migration timeline thanks to a process driven, gated workflow based on mutually agreed timescales which is designed to ensure a smooth transition for all parties.

We understand that changes such as this can be challenging and we are here to provide support at every step of the way. If you have any questions or require further information about EXgarde End of Life or the GARDiS migration process, please do not hesitate to reach out to our team who will be happy to help.

GARDiS

TDSi's flagship GARDiS Access Control Software is a browser-based application designed to make Access Control monitoring and administration easy. Accessible through any internet browser, GARDiS Software is quick and easy to set up and does not require any specialist equipment.

GARDiS Software is built with integration in mind thanks to its industry standard REST API. Within the software it's easy to add additional module licenses and third party integrations to enhance GARDiS' feature set and functionality.

EXgarde to GARDiS Database Migration Timeline

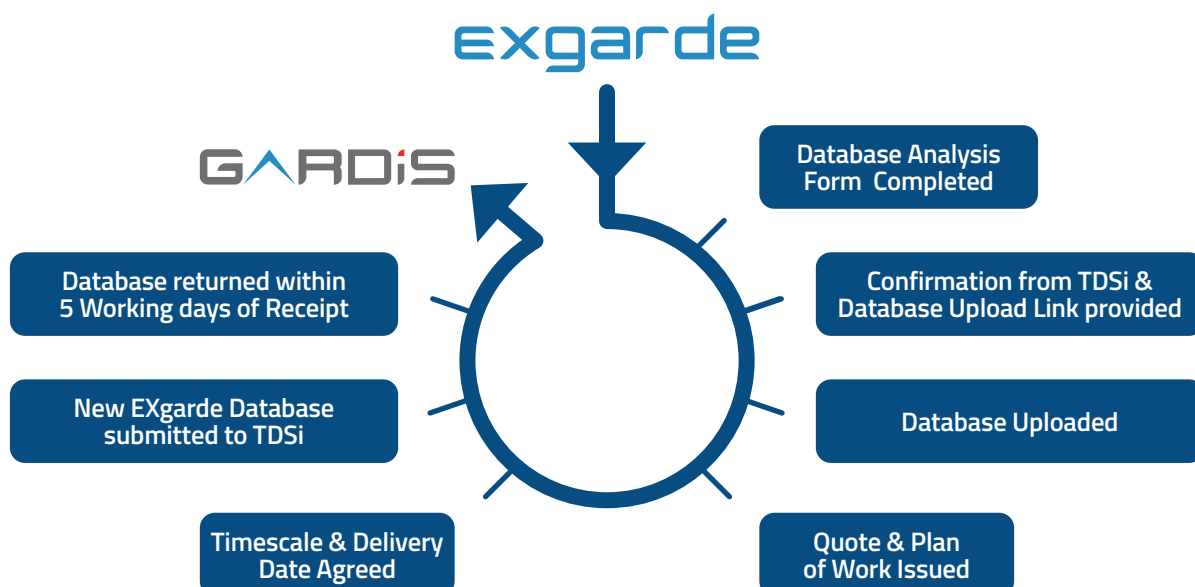
When planning your EXgarde to GARDiS Software upgrade, the team here at TDSi will be on hand throughout to help plan and guide you through the process, from supplying your existing Database for analysis through to final implementation of your new software system. The migration timeline is a process driven, gated workflow based on mutually agreed timescales which are designed to ensure a smooth transition for all parties.

When migrating your system from EXgarde to GARDiS we need to collect some information about your current Database and setup to allow us to prepare it for your new GARDiS system. Your Database Migration request can be initiated through the TDSi Website at the following location: tdsi.co.uk/support/database-analysis-request.

Once you have submitted a request to upgrade your software, the Database migration process will follow the steps below:

- Database Analysis Request Form completed via tdsi.co.uk.
- Email confirmation of request from TDSi containing a link to submit your EXgarde Database.
- Current EXgarde Database submitted to TDSi for analysis.
- Proposal and plan of work set out by TDSi along with a quote for work to be undertaken.
- Quote agreed and order placed with TDSi.
- Timescales and delivery dates agreed.
- New EXgarde Database submitted to TDSi for upgrade work on agreed date.
- Database returned 5 working days from date of receipt.

If you're thinking of starting your migration from EXgarde to GARDiS, we'd recommend getting in touch with our friendly team who will be happy to help explain the migration timeline and take you through what's required prior to initiating the upgrade process. There are several key stages required to prepare your existing hardware and software for the migration process to help ensure that the process runs as smoothly as possible.



Software Support Agreement

Your EXgarde to GARDiS migration process is supported by comprehensive remote Software Support as standard so you can rest assured that our team will be on hand to provide 1-to-1 technical support throughout the upgrade process and for a period of a minimum of 12 months once your new system is up-and-running.

Our professional Support Technicians deliver comprehensive, high-quality, technical assistance with remote support over the Phone, via Email or Dialled-in, this service is available Monday to Friday between 08:30 and 17:00.

At a Glance

- Be up-to-date with the latest version of GARDiS Software
- Support available Monday - Friday, 08:30 - 17:00 (GMT)
- Valid for 12 Months from agreed commencement Date
- Available over Telephone, Email or Dialled-in
- Manufacturer Software Training provided for your new GARDiS Access Control Platform

Additional Services

If the included Software Support Agreement is not suitable for your requirements; TDSi can provide additional bespoke Customer Maintenance and Support Services to meet the demands of your business. These may include a combination of additional services, for example:

- Additional Support Hours
- Software Commissioning
- Quarterly Software Health Check
- Extended Hardware Warranty
- Specialised/Bespoke Training
- Remote Training

Additional Services are available by prior arrangement, via an bespoke Software Support Agreement at an agreed extra cost and dependent on engineer/support personnel availability. To find out more, contact TDSi and a member of our team will be happy to assist you in defining your needs and tailoring an agreement to your exact requirements.



Preparing for your EXgarde to GARDiS Migration

It is important to remember that the Database Migration process happens right at the end of the upgrade process, around 70% of the work surrounding the upgrade occurs in advance of the database migration and it is these groundworks which are essential to a seamless upgrade experience.

Prior to upgrading your Access Control Software from EXgarde to GARDiS there are several important assessment and maintenance stages which need to be undertaken on your existing EXgarde System. This assessment process is designed to ensure that your existing Software and Hardware is in good working order and is functioning as expected.

To facilitate a seamless transition between EXgarde and GARDiS it is essential to ensure that all Hardware is serviced and is running up-to-date Firmware. When undertaking this system Hardware assessment, it is not unusual for a small percentage of existing Access Control Units to require replacement - this is often the case with older systems or those which have not undergone a regular maintenance schedule, these will be identified as part of the Analysis Process.

It is also essential that your existing EXgarde Software is upgraded to the most recent version. Once both Hardware and Software are fully updated it is important to ensure that the whole system is functioning correctly and efficiently.

Database Housekeeping & Analysis

Once all elements of the EXgarde Access Control system have been updated it is important to ensure that the existing database is error free and operating as expected. The Database Migration process converts an existing EXgarde Database into one that is compatible with the new GARDiS Platform.

It is important to understand that the migration process will not fix or solve any existing errors or issues and in many cases may exacerbate any such issues when commissioning your new GARDiS Software. For this reason we encourage you to undertake a thorough assessment of your existing Database prior to submitting it to us for analysis to ensure that it is error free and working as expected. This includes but is not limited to:

Software

- Duplicate People/Credentials
- Software Fields used for purposes other than intended
- Incomplete product/registration/profile information
- Duplicate or overlapping Access Groups
- General Housekeeping

Hardware

- Update Firmware
- Update IP Module Firmware
- Replace CR2032 Batteries on Controllers
- Check Communication Lines for Noise
- Check 12v 7ah Battery

The migration process will only convert the database provided from one platform to another and will not fix any inherent issues in the underlying data - please ensure that your Database is up-to-date and functioning correctly.

PLEASE NOTE: All access events and logs contained within your existing EXgarde Software will not be transferred to your GARDiS Platform, if these are needed, please export or save a copy of these event logs prior to the migration process.

Once we receive your final database for migration, any changes made to the EXgarde Platform you are running between your Database Export and receiving your GARDiS database will not be recorded and transferred. Please make a note of these changes as they will have to be re-entered into your new GARDiS Platform when it is commissioned. For this reason we would recommend that you undertake and large changes or additions to your Access Control Platform (EXgarde or GARDiS) well in advance of system migration or following successful upgrade.

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