

Memo

30Sep2025

From:	Jason Daoust
Re:	Notification of Extended Support for EMS software

Dear valued EMS customer,

We are reaching out again to reinforce that Ellab will support **EMS** through **December 31st, 2030**, for both our on-premises and hosted customers.

We have provided this extension to support the trust and investment that you, as a valued customer, have placed with Ellab. We want to honor that for as long as possible going forward.

What does this mean for you?

- You have **clarity**. Your system will be supported for the next 5 years, until the end of 2030.
- You will maintain **system integrity**. During this time as we will perform and maintain necessary security patches and validations of the software.
- You can be assured of **continuity**.
 - We are fully committed to supporting our existing on-premises and cloud hosted servers into 2030.
 - Ellab continues to offer the **IceSpy** hardware line for those with EMS to continue expanding their system. Currently, there is no EOL planned for the IceSpy hardware line.
- You have **stability**. EMS will not undergo feature improvements during this time, only security updates will be released.

We hope this clarifies any confusion or uncertainty regarding the phasing out of EMS for you and your facility. If you have any questions regarding this extended support or if there is anything you need to discuss, please contact us directly at your convenience.

Regards,
Jason Daoust
Brand Director – Continuous Monitoring