

Loftware PRISYM Design Customer Retirement Notice

This product notice is to inform customers that Loftware will be retiring its Loftware PRISYM Design product from sales and support.

Overview

Following the acquisition of PRISYM ID by Loftware Inc. in January 2022, Loftware and PRISYM ID's Management Team have undertaken a review of the combined product portfolio. They have concluded that the Loftware NiceLabel suite of labelling software products offers a more comprehensive feature set, more modern user interface design, and broader platform and printer support.

As a result, it has decided to retire its PRISYM Design software from sales and support, in favour of the NiceLabel suite. Loftware's last sales order date is March 31, 2023, and the retirement and end of support date is March 31, 2024.

Basis for Loftware's Decision

Loftware NiceLabel offers customers everything they need to manage their labelling processes, in one, easy-to-use solution. Designed for rapid deployments at one site or across multiple locations, the NiceLabel suite is an ideal solution for mid-sized or growing businesses, with the following features:

- Modern user interface design offering ease of use
- Intelligent label templates
- Ease of integration with databases and business systems
- Market leading printer support
- On-premise and Cloud platform options

The NiceLabel product suite has benefited from a greater level of investment over recent years, resulting in a wider feature set, including support for a greater range of printer hardware. PRISYM Design is based on older Microsoft technology, which has limited the ability to support new functionality and platforms. In contrast, NiceLabel products offer support for the latest Operating Systems, browsers and database versions.

Additional Information

For more information, please find a Frequently Asked Questions section on the next page. Alternatively, feel free to contact consumables@prisymid.com to discuss.



Frequently Asked Questions

What is the last date that we can order PRISYM Design software and licenses?

The last sales date /last order date for PRISYM Design or variants is 31st March 2023.

Which NiceLabel products are recommended?

Loftware would recommend NiceLabel Cloud as the ideal labelling solution for small to mid-sized businesses. You can be up and running in minutes while having everything you need to manage your entire labelling process, from label design and template management to printing. You can integrate labelling with your key business systems to create a more efficient labelling process. You can start small or local, and easily expand the system to multiple locations. You also benefit from one of the most secure Cloud platforms available on the market in Microsoft Azure.

For customers wishing to deploy on-premise, the NiceLabel suite also offers a range of options; for comparison of versions, please refer to the NiceLabel website product pages:

<https://www.loftware.com/products/labeling/nicelabel-cloud>

<https://www.loftware.com/products/labeling/designers-and-desktop>

What is the last date of support for PRISYM Design?

Loftware will end support for PRISYM Design on 31st March 2024. After this date customers will not be able to raise incidents with Loftware's Technical Support. Upcoming maintenance renewals will be prorated to 31st March 2024.

Which PRISYM ID products are affected?

The end of sale and support notice applies to the following:

- PRISYM Design (PRISYM 5, PRISYM 6 and PRISYM 2000)
- PRISYM Chemica
- PRISYM Pharmaceutical

We have a diverse range of printers, does the NiceLabel products have appropriate printer drivers?

NiceLabel products have an unequalled range of label printer drivers, available for download here <https://www.nicelabel.com/downloads/printer-drivers>

We were about to purchase PRISYM Design, should we buy a NiceLabel product instead?

As NiceLabel Cloud offers a more feature-rich and future-proofed product suite, Loftware would recommend customers consider NiceLabel Cloud alternatives.

In addition, the PRISYM Labels team can help you determine the best product for your needs - consumables@prisymid.com.

