



# FAQs for Platform Users

**Additional information for users of the Azena platform regarding the discontinuation of the external business of Azena**

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Release date: 2022, 05 Dezember.

# General questions

## What exactly has Azena announced?

- Azena will focus its efforts on Bosch internal business and cease all active sales and marketing for the Azena Open Camera Platform.
- All development for the Azena Open Camera Platform will be limited to maintenance and support only.
- Existing contractual obligations with partners and customers will be fully honored.
- Development for the Azena Application Store, Azena Device Management Suite, Azena Developer Portal, and Azena integration tools will be limited to maintenance only, no features will be added to these going forward.
- Development for the Azena Camera OS will be limited to maintenance only, no features will be added to these going forward.
- Azena will work on a transition plan, many details of which will only be fully defined in the coming weeks.
- Licenses for apps are between customers and app developers and remain intact.
- Technologies and IP developed by Azena will be leveraged within Bosch.
- If partners are interested in acquiring usage rights for some of our technology, Azena will work with them to find a mutually acceptable solution.

## Why was this decision taken?

- There are many viable use cases and business models for smart video analytics solutions as offered by Azena's development partners. However, the current dynamics in the market do not provide the foundation for running the Azena platform in its current constellation as an open marketplace for video analytics software.
- Market demand for smart video analytics beyond the traditional security use cases has increasingly moved towards vertically integrated end-to-end solutions.
- The pandemic, supply chain shortages, and geopolitical constraints have impacted the smart video surveillance in various ways, so that projected market developments underlying the Azena business plan did not materialize as expected.

## For how much longer will the Azena smart camera platform remain operational?

- Azena will honor all contractual commitments with partners and customers and support and maintain all platform components and the Azena OS accordingly.

## Who can we contact in case we have more detailed questions?

- For all questions, please contact the Azena support at: [support@azena.com](mailto:support@azena.com).

# My company is publishing apps on the Azena Application Store

## Can our existing customers still buy our apps on the Azena Application Store? If yes, for how long?

- As of now, yes.
- Azena will work on a transition plan, many details of which will only be fully defined in the coming weeks or months.

## Can new customers still register and buy apps?

- As of now, yes.
- Azena will work on a transition plan, many details of which will only be fully defined in the coming weeks or months.

## Will I still have access to the development environment? If yes, for how long?

- As of now, yes.
- Azena will work on a transition plan, many details of which will only be fully defined in the coming weeks or months.

## Can we still offer new products in the Azena Application Store? If yes, how long is this supported?

- As of now, yes.
- Azena will work on a transition plan, many details of which will only be fully defined in the coming weeks or months.

## Do we still need to update our apps on the Azena Application Store? If yes, for how long?

- Contractual obligations as specified in the license agreement between you and your customers remain unchanged.

## For how long do we need to serve existing subscriptions for apps that have been bought on the Azena Application Store?

- Contractual obligations as specified in the license agreement between you and your customers remain unchanged.

## Will subscriptions still renew? If yes, for how long?

- Subscription renewals are part of the license agreement between application developers and their customers and should renew according to the conditions stated therein.
- For now, we will keep the Azena platform operational so that customers can renew their Azena subscriptions via the Azena platform.



## **Will Azena supported devices, that can run our apps, still be sold in the market? If yes, for how long?**

- Azena will continue to support the Azena OS for cameras until end of 2025. For details on commercial availability of devices and their lifecycle, please contact the respective device manufacturer.

## **My company is buying or using apps from the Azena Application Store**

### **For how much longer will the licenses for apps that we bought on the Azena Application Store be valid?**

- License agreements for apps are between the app developer and you and remain unchanged. Please get in touch with the app developer for any questions regarding your license agreement.

### **For how long will apps that we bought on the Azena Application Store be supported and/or updated?**

- License agreements for apps are between the app developer and you and remain unchanged. Please get in touch with the app developer for any questions regarding your license agreement.

### **Will we continue to get support/updates the same way we do today?**

- Please get in touch with the app developer for any detailed questions about app support.

### **Will we be able to buy additional licenses on the Azena Application Store?**

- For now, the Azena Application Store remains operational.
- It is up to app developers to decide which licenses they wish to offer on the Azena Application Store.

### **Will we still be able to renew our annual subscriptions? If yes, for how long?**

- For now, the Azena Application Store remains operational.
- It is up to app developers to decide which licenses they wish to offer on the Azena Application Store.

### **Will we be able to buy additional Azena supported video devices?**

- Azena will continue to support the Azena OS for cameras until end of 2025. For details on commercial availability of devices and their lifecycle, please contact the respective device manufacturer.

### **For how long will our Azena supported cameras continue to work?**



Azena will continue to support the Azena OS for cameras until end of 2025.  
For details on commercial availability of devices and their lifecycle, please contact the respective device manufacturer.

## My company offers video devices that run the Azena OS

### For how long will Azena support the Azena OS?

- Azena will honor all contractual commitments with partners and customers.
- Azena will discontinue development of the Azena Smart Camera Platform including the Azena OS and only maintain it in accordance with Azena's existing contractual obligations with partners and customers.
- For the Azena OS this means that it will be supported at least until end of 2025.
- Azena will work with partners to achieve an acceptable transition where that is needed.