

Mail to existing customers

Email subject: | ACTION REQUIRED | Security changes for Planon Mobile Apps











Heading: **End of Life** - Planon Live (2) app and Planon AppSuite (2) app

Dear [Customer],

We are writing to provide you with an important update regarding Planon mobile apps, following our [earlier communication](#) on this subject (attached for your reference). As highlighted in the previous message, significant security policy changes by the Google Play Store as of August 2023 and more changes planned for August 2024 have prompted us to make important decisions regarding the future of our mobile apps.

As a consequence, two of our apps will be discontinued in both the App Store and the Play Store: Planon Live (2) app and the Planon AppSuite (2) app. However, a suitable, future-proof replacement is now available: The Planon App. We remain committed to providing you with mobile app integrity across both Apple and Google platforms. Thus, in preparation for Apple's future security standards, this transition will impact Planon apps for both Apple and Google users.

Please see the following timelines for our Planon mobile apps:

Mobile Store App	Store	End-of-life date	Future-proof solution
 Planon Live	 App Store	1 August 2024	Migrate to the Planon app
 Planon Live 2	 Play Store	1 August 2024	Migrate to the Planon app
 Planon AppSuite	 App Store	1 August 2025	Migrate to the Planon app
 Planon AppSuite 2	 Play Store	To extend the end of life up to 1 August 2025 , use Planon application L97 or newer and upgrade Planon AppSuite 2 app before 1 August 2024 .	Migrate to the Planon app
 Planon	 App and Play Store	Future-proof app, supports similar Planon mobile products as Planon Live (2) app. In the release of January 2025 (L113), the Planon app will be completed with similar mobile products and features as the Planon AppSuite (2) app.	

We understand the importance of these mobile solutions for your organization, and it is our priority to ensure a seamless transition to the new Planon app. To assist you in this process,

we have prepared a detailed guide tailored to your Planon setup, [which you can access here.](#)

Thank you for your attention to this matter. If you have any questions or require further assistance, please don't hesitate to contact Planon Support at [Support@planonsoftware.com.](mailto:Support@planonsoftware.com)

With kind regards,

Planon Support