

# PRODUCT CHANGE NOTIFICATION

**Subject: Product Change Notification – PCN20260032**

## Type of Change:

Product  Process  EOL  General  ECN

## Involved product (s):

All products

## Change description:

Introduction of SECO's New Support Ticketing Platform – Jira Service Management (JSM)

Dear Customer,

we would like to inform you about an upcoming improvement to SECO's customer support infrastructure. As part of our continuous commitment to enhancing service quality and user experience, SECO will transition to a new unified ticketing platform based on Jira Service Management (JSM).

The new JSM platform will replace the existing systems currently used for:

- Customer support ticketing
- Customer support for Clea IoT solutions
- RMA (Return Material Authorization) requests

## Reason for Change:

This unified environment will streamline communication, improve tracking capabilities, and ensure a more consistent and efficient support experience for all customers.

## Customer Impact of Change and Recommended Action:

To ensure a smooth transition, the current ("old") systems will remain active for a limited period. This overlap will help customers adapt to the new platform without service interruptions.

Starting April 1st, customers will be able to access the new JSM-based service portal through the following URL:

 <https://customer.support.seco.com>.

Customers will continue to initiate support and RMA requests from the official SECO website, which will redirect to the new portal.



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### Associated schedule:

The new JSM system will be available to customers starting April 1st. We kindly ask you to begin using the new platform for all support and RMA-related requests from that date onward.

We appreciate your cooperation and are confident that this change will significantly improve your support experience.

Should you have any questions, please feel free to reach out to your SECO representative.

Best Regards,

SECO Support Team.

31/03/2026

