

I hope this message finds you well. I am reaching out to share an important update regarding our AGS (Advanced Guided Search) service. After careful consideration and evaluation, we have made the decision to sunset the AGS service, effective December 31, 2023.

We want to assure you that this decision was made after thorough deliberation and is fully aligned with our Vivid Vision. By concentrating our resources on PartsLogic services and areas of growth, we are confident in our ability to provide even better service to support the long-term success of your online business.

So, what does this mean for you? We have already commenced the process of transitioning from AGS to PartsLogic and will continue to wind down the AGS service. This involves ceasing enhancements and bug fixes for AGS. Instead, if you encounter any issues with AGS, we will prioritize migrating your site to PartsLogic. Rest assured that during this transition period, we are fully committed to providing the support and assistance necessary to ensure a smooth and seamless experience for you. If you would like to expedite your move from AGS to PartsLogic, please submit a service desk ticket.

If you have any ongoing tickets related to AGS, our team will review them to facilitate the transition of your site to PartsLogic, and then those tickets will be closed.

While the sunsetting of a service may evoke mixed emotions, we believe it presents new opportunities for growth and innovation within our organization. We want to emphasize that we remain wholeheartedly committed to delivering exceptional services and products to you. We will continue to explore new avenues to drive value and ensure that you receive the best possible solutions to meet your needs.

If you have any questions or require further clarification, please do not hesitate to reach out to us. We are here to address any concerns and provide the necessary assistance as we navigate this transition together.

Thank you for your understanding and continued partnership.