

NOTICE

Announcement of End of Life of Managed FireEye Services

Publish Date: January 2018

These EOL Announcements arise from a recent decision by FireEye to cancel their partnership with Secureworks. This also includes our reseller agreement, which means we cannot continue to assist respective clients with hardware and maintenance orders.

The following services are included in this EOL along with their respective EOL effective date:

Service	Effective EOL Date
Secureworks' Reseller Agreement with FireEye	December 31, 2017
Managed and Monitored FireEye	December 31, 2018
Managed Advanced Malware Protect Add-on Gold Services	December 31, 2018

Please note there is no effect on Monitored FireEye services. Secureworks is able to continue ongoing monitoring of your FireEye services.

For our Managed FireEye Clients:

Secureworks will continue to support existing Managed FireEye CM (CMS), NX (Web MPS) and EX (Email MPS) products as we do today until December 31, 2018. Please note that because of our decision to EOL our Managed FireEye services, we will not support FireEye's new Threat Management Platform, introduced with the FireEye OS V7.9.0 release.

Secureworks recommends one of the following alternative offerings upon our clients' services renewal:

- Secureworks recommends migrating to our managed Advanced Malware Protection and Detection (AMPD) service. AMPD is primarily a cloud-based offering, meaning there is generally less equipment for the client to deploy at your location. Secureworks manages the console and sandboxing engines in our datacenter.
- AMPD On Premise Manager + Engine powered by Lastline - An AMPD is an on premise option now available for those clients who prefer to keep all data local.
 - Both the cloud based and on premise AMPD options will enable clients to take advantage of industry-leading sandboxing technology that achieved 100%

detection with zero false positives in the most recent NSS Labs testing. Please contact your sales representative to obtain additional details on these options.

- If you prefer to continue with your FireEye hardware, please contact you sales representative to exchange your service to a monitored only service upon your renewal date.

For Clients who have purchased hardware and/or maintenance via Secureworks:

Secureworks is able to work with you on any hardware and/or maintenance orders until December 31, 2017. We realize this is inconvenient for our clients, but unfortunately, FireEye is only willing to allow us to finish any reseller sales until the end of this year. After that date, please leverage another third party vendor for ongoing needs related to support, maintenance, and/or hardware upgrades. If you do not have an available vendor to assist, we have arranged for Forsythe Corporation as a reseller to ensure a seamless transition. They are aware of the current situation; please reach out to the contact below, and they will be happy to help our clients have a smooth transition.

The contact information for Forsythe is:

Joe Rueda, Sr. VP Sales 518-879-6844

jrueda@forsythe.com

If you have a specific question about the Managed FireEye service(s), please open a Service Request ticket in the Client Portal. For questions specific to this EOL notice, please reach out to your sales representative and they will be happy to assist with the suggested alternatives upon the services renewal date(s).

As always, we value your business and are committed to providing you with the highest quality service that you have come to expect from Secureworks.

Thank you,
Secureworks Service Lifecycle Management