

Important information regarding the TriCipher-VMware acquisition

On August 31, 2010, VMware acquired TriCipher. As part of the acquisition, we are making changes regarding the acquired products and we want to share this information with you.

End of Life and Technical Support Availability

VMware is announcing the immediate end of life for the TriCipher myOneLogin product. Technical support and maintenance services for this product will cease on February 14, 2012 ("EOSL Date").

You may continue to obtain technical support and maintenance for the TriCipher MyOneLogin product up until the EOSL Date if you have a currently active maintenance agreement based on the Service Level and Support Agreement outlined in a communication VMware mailed on or around November 2010. The updated TriCipher Service Level and Support Agreement is also posted at: www.myonelogin.com/support.html.

Please continue to use the same support tools and methods for logging support cases, as set forth at the TriCipher web site (www.myonelogin.com/support.html). VMware has retained the product experts you are used to working with in order to make this transition as smooth as possible.

Support Contract Renewals

If your current TriCipher support and maintenance contract expires prior to the EOSL Date, please contact VMware to renew your agreement for the incremental number of days required to provide you with continued support coverage until the EOSL Date. To inquire about renewing your existing support contract, please contact the VMware Renewals team at TriCipherRenewals@vmware.com.

What is VMware doing with TriCipher's technology?

As a TriCipher myOneLogin customer, you have clearly seen the value in having a simple, secure solution for managing access to cloud applications, delivered in a SaaS model. VMware is now using this identity and access management technology as the foundation for Project Horizon, a key initiative in VMware's longer term end user computing product portfolio.

Project Horizon is an advanced development effort at VMware focused on building a cloud-based management service to enable IT managers to broker user access to a range of resources, including cloud and Windows applications, virtual desktops and data while preserving their enterprise level security and control.

Questions? Contact Us

Please visit our website at www.vmware.com/go/triciphermolsupport for further details regarding technical support for TriCipher MyOneLogin. For further details regarding Project Horizon, please contact horizon-sales@vmware.com.

VMware values you as a customer, and we look forward to serving you in the future.

Sincerely,

Mark Ritacco
Vice President of Operations, VMware Global Support Services