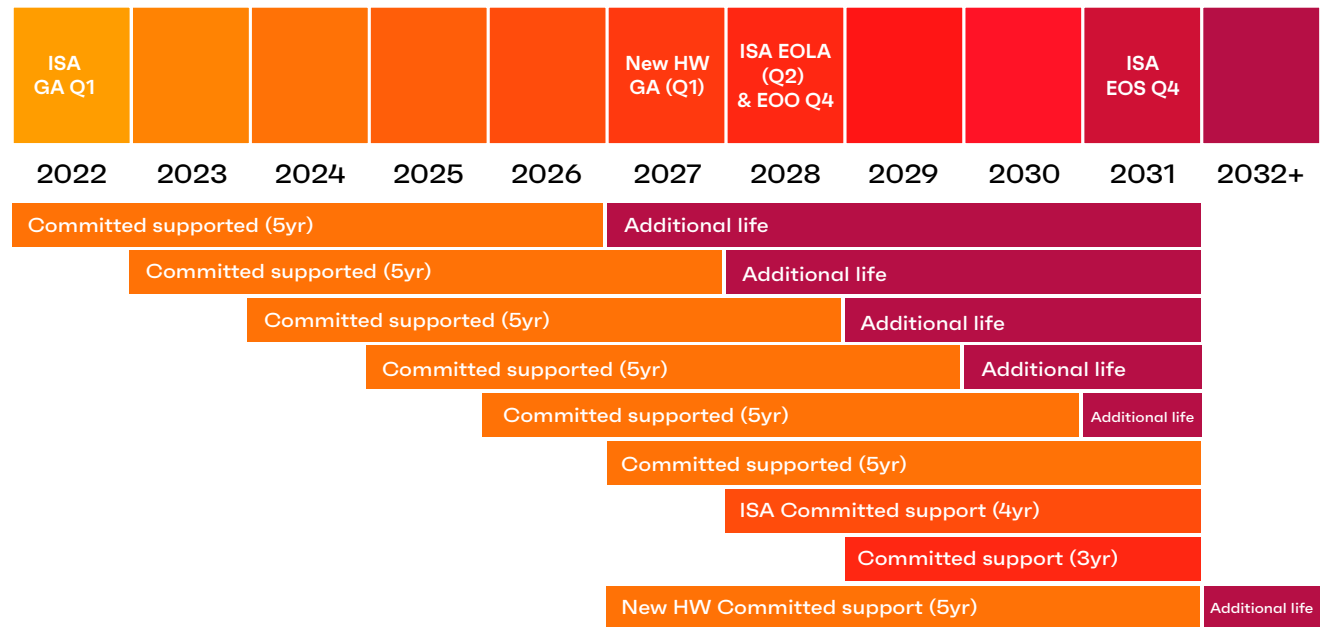


Virtual and Hardware Appliances Support Offering

Ivanti Inc is committed to offering support services for its products in an effort to best align with the financial objectives of our customers. With the upcoming release of the Ivanti Security Appliance (ISA), Ivanti will again offer hardware and virtual appliances with available support plans for a guaranteed minimum of 5 (five) years at the time of purchase, for as long as Ivanti offers such appliances as part of its Network Security Products portfolio (former Pulse Secure).

The figure below helps illustrate the available guaranteed support for hardware and virtual appliances following ISAs release:



With the general availability (GA) of the ISA in first quarter of 2022 (Q1), Ivanti will offer for purchase 5 years of committed support for the hardware or virtual appliance plus another 5 of expected additional life, assuming component availability, for a total lifecycle of 10 years.

For example, a customer purchasing an ISA in 2022 would potentially have 10 years of useful life with the appliance. If a customer purchases the ISA in 2023, they will still have 5 years of committed support plus 4 years of potential additional life based on the ISA's lifecycle.

When, in 2027, the next generation hardware appliance (New HW) is introduced, a new offering with committed 5 years support will begin. This new offering will trigger the end of life (EOL) of the ISA in Q2 2028, with an end of order (EOO) date of end of 2028 and an end of support (EOS) date of end of 2031 for the ISA.

For detailed descriptions of Ivanti's EOL, EOO, and EOS timelines, please refer to our [EOL policy](#).

About Ivanti

Ivanti makes the Everywhere Workplace possible. In the Everywhere Workplace, employees use myriad devices to access IT networks, applications and data to stay productive as they work from anywhere. The Ivanti automation platform connects the company's industry-leading unified endpoint management, zero trust security and enterprise service management solutions, providing a single pane of glass for enterprises to self-heal and self-secure devices, and self-service end users. More than 40,000 customers, including 78 of the Fortune 100, have chosen Ivanti to discover, manage, secure and service their IT assets from cloud to edge, and deliver excellent end user experiences for employees, wherever and however they work. For more information, visit [ivanti.com](#)

The Ivanti logo consists of the word "ivanti" in a bold, lowercase, sans-serif font. The letter "i" is red, while the remaining letters "vanti" are black. A small registered trademark symbol (®) is located at the top right of the letter "i".A vertical decorative bar on the right side of the page, transitioning from red at the top to orange at the bottom.

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