bmcsoftware
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BMC Software, Inc.
2101 City West Drive
Houston, TX 77042

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Dear Customer:

Last year, BMC announced the release of its next-generation enterprise client automation tool; **BMC Client Management**. This new solution is based on technology BMC has acquired and enhanced and represents a significant leap forward in capabilities as compared to our current BladeLogic Client Automation products. Furthermore, it takes their place as our go-forward solution for client automation. You can find more information on BMC Client Management on our website at: http://www.bmc.com/products/footprints-asset-management/client-management-software.html or by reaching out to your BMC Account Manager.

As BMC moves forward with this solution, we **are announcing the end of life/support for the BMC BladeLogic Client Automation products listed below:**

Product Name	End of Support Date
BMC BladeLogic Client Automation	9/30/2015
BMC BladeLogic Client Automation - Patch Management	9/30/2015
BMC Configuration Automation for x86 Servers	9/30/2015
BMC Configuration Automation for x86 Servers - Patch Management	9/30/2015

Additionally, BMC has previously announced the end of life/support for the following legacy client automation products:

Product Name	End of Support Date
BMC Application Manager for Clients	9/30/2014
BMC Configuration Discovery for Clients	9/30/2014
BMC Configuration Management Control Center	9/30/2014
BMC Patch Manager for Clients	9/30/2014
BMC Software Usage for Clients	9/30/2014
BMC Application Manager for Handhelds	9/30/2014
BMC Application Manager for Extranets	9/30/2014
BMC Configuration Manager Developer Kit	9/30/2014
BMC Patch Manager Pack for Clients	9/30/2014

For all of these products, BMC will provide Limited Support for the current versions as defined at http://www.bmc.com/support/product-support-policy.html until the end of support date listed above. As per this policy, BMC will continue to develop hot fixes for problems of high technical impact, however

these solutions are considered functionally stabilized and therefore the current 8.2.x version of BMC BladeLogic Client Automation will be the last major feature release of this solution from BMC.

Next Steps: BMC has two optional programs to help minimize any impact to your operations. The first is a migration program that makes it easy to move to the new BMC Client Management product. The second program provides an extended support option for customers who would prefer to stay on the BladeLogic Client Automation technology indefinitely.

Migration to BMC Client Management

Customers who are interested in moving to the more comprehensive BMC Client Management solution can do so for a fee that leverages their investment in BMC Client Automation solutions. To obtain detailed program information and migration options, please contact your BMC Account Manager directly.

Extended Support

BMC recognizes that there are customers who may not be able to make the transition to BMC Client Management prior to the End of Life date listed above, or who may simply prefer to continue using BladeLogic Client Automation technology. To provide ongoing support for these customers, BMC has entered into an agreement with Symphony Teleca, Inc. ("Symphony") whereby Symphony will offer ongoing support and product enhancements for these technologies under the Symphony brand. Symphony is a long-time BMC partner and has been providing the Development and Support activities for the BladeLogic Client Automation products for BMC since early last year. As such they are fully staffed and able to provide support and enhancements for these solutions.

As part of this agreement, Symphony has already developed and released a new version of the BladeLogic Client Automation technology rebranded as Symphony Marimba 8.3. Customers interested in obtaining this update may do so by obtaining licenses and support directly from Symphony.

For BMC customers who have valid licenses for BladeLogic Client Automation products, Symphony will be offering replacement licenses for the rebranded products at no cost. While the maintenance and support fees for the Symphony rebranded products are not included in the no cost license offer; Symphony will apply credits for unused pre-paid BMC support towards the Symphony fees. This offer from Symphony will protect your investment and allow you to transition to Symphony's re-branded products without incurring additional fees between now and your next support renewal.

Customers who are interested in taking advantage of this option to continue on the Marimba platform and to obtain the 8.3 release of the rebranded Symphony Marimba product can contact Symphony directly:

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> Director of Support Services
> Symphony Teleca
> 5360 Legacy Drive, Suite 120, Plano, TX 75024, United States
> Phone: +18139207013, Fax: +19726966999
> Arturo.Samper@Symphonyteleca.com

As the Desktop Management space has matured BMC feels you will find great value and benefits in our new BMC Client Management solution. We also believe that the partnership with Symphony will provide long term security for customers who wish to continue using the Marimba technology going forward.

If you have any questions regarding this transition, please feel free to contact me at BCA-Questions@bmc.com.

Thank you.

Sincerely,

Rajesh Dhingra
Lead Product Manager,
BMC Software