

Customer FAQ for Netezza® Mantra® End-of-Life (EOL) Notice

1. What Netezza Mantra products are affected by the End-of-Life notice?

Netezza, an IBM Company, has announced End-of-Life (EOL) for the entire Netezza Mantra product line. This includes all variants of the Mantra appliance—Mantra Enterprise, Mantra SMB, Mantra Standby, and the Centralized Mantra Controller (CMC). It also includes the Mantra product embedded in the Netezza TwinFin® appliance, known as MantraVM, and Mantra appliances bundled and shipped with TwinFin appliances.

2. Why is Netezza announcing the EOL for Mantra?

The determination to cease development, sales and support of the Netezza Mantra product line was made after IBM's acquisition of Netezza and following a careful review of the future of the Netezza Mantra product line. IBM InfoSphere Guardium products offer similar capabilities and are sold to the same market as the Netezza Mantra products. To provide market clarity and focus, and to provide better support to our customers, we will offer and support a single solution to the market. Going forward, the IBM InfoSphere Guardium products will be our specified solution for database compliance and security needs.

We remain committed to bring the best overall solutions to our customers. We will provide Mantra support (see below) and offer an optional migration program for Netezza Mantra customers who wish to consider transitioning to the IBM InfoSphere Guardium product line (details available in Q1 2011).

3. When will Netezza EOL Mantra products?

The dates upon which Netezza will cease developing and distributing new releases and upgrades of the Mantra products, cease sales of the Mantra products and cease support services of the Mantra products are specified in the table below, in each case unless your contract with Netezza provides for different terms.

Product	End-of-Life Date	End-of-Sale Date	End-of-Support Date
Mantra Enterprise, Mantra SMB, Mantra Standby, Centralized Mantra Controller	12/31/2010	1/31/2011	1/31/2013
Mantra appliances bundled and sold as part of the Netezza TwinFin® platform	12/31/2010	3/31/2011	3/31/2016
Netezza TwinFin MantraVM (embedded virtualized Mantra)	12/31/2010	3/31/2011	3/31/2016

4. What support will be provided for current Mantra customers?
Unless your contract with Netezza provides otherwise, Netezza and, following the completion of the integration of Netezza into IBM, IBM will continue to provide support for Mantra products through the earlier of (1) the expiration or termination of your annual support and maintenance agreement or (2) the End-of-Support Date noted in the chart above. We will provide engineering modifications primarily only for problems where production systems are significantly degraded or inoperable, or there are other significant product defects. After the End-of-Support Date, we will cease to provide technical support for Mantra products, including all prior versions.
5. Can customers place additional orders for Mantra products?
Yes—additional orders for Mantra appliances may be placed through the End-of-Sale dates shown in the above table. The Netezza TwinFin product will continue to ship with embedded MantraVM or bundled Mantra appliances through the End-of-Sale Dates shown in the above table.
6. Will current paid annual maintenance/support be honored?
Yes—all current maintenance plans will be honored.
7. Is there any option to renew or extend annual maintenance/support?
We will accept annual support and maintenance renewals for Mantra products until one year prior to the End-of-Support Dates listed in the above table. In no case will renewals be accepted with an end date following the End-of-Support Dates listed in the table above.
8. Will new features/capabilities be developed for Mantra?
No new features or capabilities are planned after the Mantra End-of-Life date.
9. Will bug fixes be released for Mantra?
Mantra patch releases or work-around procedures will be made available as required through the End-of-Support dates specified above.
10. Will any Mantra appliance repair services or spare parts be available after the End-of-Support Date?
No Mantra repair services or spare parts are planned to be available after the End-of-Support dates specified above.
11. Will a Mantra trade-out program be available to transition customers to the IBM InfoSphere Guardium solution?
Yes, the details of an optional product migration program for customers who wish to consider transitioning from Mantra products to the InfoSphere Guardium product line will be available from your account representative in Q1 2011. IBM InfoSphere Guardium provides a robust solution for real-time database security and monitoring, fine-grained database auditing, automated compliance reporting, data-level access control (blocking), database vulnerability management and auto-discovery of sensitive data. In the Forrester

Wave report for enterprise database auditing and real-time protection, Guardium was described as "a Leader across the board" with #1 scores for Architecture, Current Offering and Product Strategy. For additional product information, please visit <http://www.ibm.com/software/data/guardium/>.

12. Are there plans to integrate Mantra with the IBM InfoSphere Guardium product line?
No. Currently, there are no plans for integration of the two product lines.

13. Will the embedded MantraVM capability for the Netezza TwinFin appliance still be available?
The MantraVM features embedded in the TwinFin appliance will continue to be shipped with TwinFin appliances through the End-of-Sale date specified in the above table.

14. Will the capabilities of the MantraVM embedded in the TwinFin appliance be replaced after the last End-of-Sale date?
No. Currently, there are no plans to do so.

15. Who can I speak with for more information on this EOL program?
Please contact your Netezza or IBM account representative for additional information.