



CUSTOMER NOTIFICATION

Product End of Life Announcement

Notification Date: September 23, 2022

This document serves as the official announcement of the End of Life (EOL) of the BeyondTrust Privilege Management Console (PMC) – formerly known as iC3 – On-Premises and PaaS.

Summary

Effective September 22, 2022, PMC On-Premises and PaaS will no longer be available for add-on sales. September 22, 2023, PMC on premises and PaaS will no longer be supported and will end of life.

Key Dates

- End of Sale (new licenses): July 28, 2020
- Customer Announcement: September 23, 2021
- End of Add-Ons: September 23, 2022
- End of Renewals: September 23, 2023
- End of Life & End of Support: September 23, 2023
- On the date of End of Life (September 23, 2023), if you have not contacted BeyondTrust regarding your outstanding renewal that falls beyond that date, your contract will be terminated without further action.

Intended Audience(s)

This announcement is intended for BeyondTrust customers, please do not distribute to others outside of this audience.

Relevant Product(s)

The following products are in scope for this announcement:

- Privilege Management Console (formerly iC3) – On-Premises and PaaS

Renewals & Add-Ons

BeyondTrust is not offering add-on or renewal options to customers beyond the stated End of Add-Ons and Renewals date listed above.

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Replacement Products & Migrations

We are offering a migration service to our Privilege Management for Windows and Mac Cloud solution, referred to as PM Cloud. Other platforms (GPO, ePO, BeyondInsight) options are available and can be discussed with your Sales Representative.

Support

Standard BeyondTrust Support End of Life policy applies. Effective September 23, 2023, BeyondTrust will end support for PMC on-premises and PaaS versions.

Frequently Asked Questions (FAQs)

1. Why is BeyondTrust making this decision?

BeyondTrust regularly reviews its product portfolio to ensure strategic, market, and business alignment. We have determined that the on-premise and PaaS versions of Privilege Management Console (PMC) is competing with existing offerings from BeyondTrust and impacting our ability to deliver the best possible service to our customers.

View the [BeyondTrust EOL Policy](#) on our website.

2. What do I need to do now?

Reach out to your BeyondTrust Account Manager or contact sales@beyondtrust.com

Your account manager will guide you through the process for your transition to Privilege Management for Windows.

[Schedule a demo](#) with a BeyondTrust Solutions Engineer

Once you have contacted your account manager, we would recommend a member from our experienced team of SE's, who can demonstrate the PMW solution, and the key benefits that you can unlock with a move to PMW.

3. How can I know for sure that I'm impacted?

Privilege Management Console can be deployed in 2 forms – using the On-Premise deployment kit or the Azure PaaS deployment kit. This EOL only impacts the on-premises deployment version. The on-premises deployment version is any instance

of PMC that is **not** deployed in a Microsoft Service Fabric cluster in Azure. A Service Fabric cluster would look like this in your list of Azure resources:



4. What if I don't do anything?

BeyondTrust licenses are perpetual, and existing environments will continue to operate beyond the end of support period. However, it is important to note that BeyondTrust will not provide support or maintenance for Privilege Management Console on-premises and PaaS operating after the end-of-life date September 22, 2023).

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5. Will customers lose functionality if they migrate from PMC On-Premises and PaaS to PM Cloud?

Customers will gain functionality as Privilege Management for Windows & Mac Cloud is the next generation solution to PMC On-Premises and PaaS, including:

- Web Policy Editor
- Azure AD policy filtering support
- ServiceNow Integration
- VirustTotal Integration
- Improved UI and dashboard information
- Improved duplication / deactivation management
- More robust endpoint onboarding at scale
- Improved overall reliability
- Monthly feature release cadence
- BeyondTrust handles all deployments and upgrades

The main differences between the two solutions are:

- There is no customer access to any of the PM Cloud databases
- The APIs for PM Cloud are not yet customer facing, but this is planned, starting in Q4 2021

6. Why choose Privilege Management Windows & Mac Cloud?

Better ROI

- Faster deployments
- Reduced cost & complexity – zero on-premises architecture
- Flexibility of subscription licensing

More Features

- 'Cloud First' new feature development - we release new features in our Cloud platform first

- Regular monthly releases delivering new value on an ongoing basis

Benefits of SaaS

- More reliable, supportable, and scalable infrastructure
- Fully managed, monitored & supported by BeyondTrust
- Accessible from anywhere - for your endpoints and for your policy administrators

7. What are all the upgrade options?

- Cloud (highly recommended!)
- BeyondInsight On-Premises (recommended)
- Microsoft GPO (Windows-only shops)
- McAfee ePO

8. Whom do I contact with questions?

Please contact your account manager or sales@beyondtrust.com for any questions.