PRODUCTS & PLATFORMS
by HCL Technologies

HCL Answers to Federal and Public Sector questions after the closing:

General Questions

1. Will HCL support the acquired products with lab services?
   Answer: Yes, it is HCL's intention to have lab services capability to support these products.

2. Will HCL continue the Lab Advocate program?
   Answer: HCL engineers, in cooperation with IBM, are currently supporting the lab advocate program under the existing IP Partnership. HCL intends to continue the program after the closing.

3. How does this impact the 2019 product roadmaps?
   Answer: The 2019 product roadmap has already been established by IBM and HCL under the existing IP Partnership, taking into account both customer and market trends. IBM and HCL will continue to progress that roadmap under the existing IP partnership up to the closing. HCL does not anticipate any major changes in the roadmap themes after closing. As with the nature of any roadmap, we will refine the roadmap as we learn more throughout the year and we welcome customer input.

4. What will be the new RFE (Request for Enhancement) process?
   Answer: HCL values customer input on roadmap and enhancements and will establish a similar RFE program. Until further notice, customers should continue to submit those requests to IBM.

5. What are HCL's plans to protect customer vulnerability data?
   Answer: HCL follows secure engineering best practices. Vulnerabilities reported by customers are flagged as a special category of problem report, to which access is restricted. Once confirmed as a defect/vulnerability, they are managed through our PSIRT tools, again with access restrictions, until the patch is available, and CVE published. CVE data is reviewed by multiple parties, including legal, prior to publication to ensure only generic product information is referenced.

6. How will HCL protect the supply chain with regard to code integrity?
   Answer:
   HCL is evaluating a supply chain process that will meet Federal requirements.

BigFix Specific Questions

1. Will there be a US-based support desk (L1-L3) for BigFix? How is L2/L3 support changing for Federal customers?
Answer: There will be no change for Federal customers under their existing contracts, which have been retained by IBM for the duration of their respective terms. HCL has L2 and L3 US Citizen staffing in place for U.S. Federal customers, which have been performing support obligations, in cooperation with IBM, under the IBM-HCL IP Partnership. HCL will be making this support available for U.S. Federal customers for new contracts entered into after the closing.

2. Will Federal and public sector certifications continued to be added, maintained, and renewed? e.g. FIPS 140-2 crypto validation, Common Criteria (EAL2 or NIAP Protection Profile), SCAP 1.3 Win and Linux certification, and security checklists?
Answer: Yes, HCL intends to obtain, maintain and renew certifications including: 508, FIPS 140-2, Common Criteria, SCAP 1.3 and will add ISO-20243 as HCL considers these certifications as vital to the programs.

3. Federal customers have made a significant investment in BigFix AVP. Will the same level of support be available and offered by HCL after the closing? What (if anything) will change?
Answer: HCL is committed to providing AVP support for BigFix and will work together with IBM to ensure the availability of AVP support to address customer needs.

4. What is going to happen to the Federal BigFix user group? Will it continue?
Answer: HCL intends to continue and maintain the Federal BigFix user group after the closing.

5. Business Partners - a number of the BigFix partners want to understand whether or not HCL uses VADs, Business Partners, etc. To whom or where should we direct them?
Answer: For U.S. Federal customers, HCL intends to use a distributor and will have all Federal resellers engaged through that distributor.

Who to contact at HCL for more information:
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