



We would like to once again thank you for your business and for supporting the Symantec PacketShaper product portfolio; that includes PacketShaper S-Series products (PS-S200, PS-S400 & PS-S500) and PolicyCenter (PC-S200) central management for PacketShaper. With the recent acquisition, we acknowledge that we have had some bumps in the road and appreciate your patience as we navigate around them. We remain very excited about our future as part of Broadcom and are committed to our partnership with you.

Following the Symantec acquisition, as part of our focus on delivering world-class enterprise security software, we are making some important changes to our PacketShaper product portfolio and want to share those changes with you.

The emergence of Software-Defined Wide-Area Networks (SD-WAN) and the evolution of WAN optimization for typical enterprise networks, contributed to a decision by Symantec to End of Life (EOL) the PacketShaper product portfolio.

To ensure that our existing Symantec PacketShaper customers, who require the highest quality of traffic management to improve their network efficiency, together with visibility and control, we have a transition option. We are partnering with Allot, a global provider of leading innovative network intelligence and security solutions for Service Providers and Enterprises worldwide, to offer a transition from PacketShaper products to equivalent Allot products.

*“In multiple meetings with the Allot team I’ve been impressed by their commitment to the Traffic Management market and developing best-of-breed technology for their customers. Their dedication to customer service is equally impressive. I’m quite confident that any Symantec customers that takes advantage of their rich offer will quickly learn why I think this is right for them.”*

Kevin O’Leary, VP of R&D  
Symantec Enterprise Division

### PacketShaper Products to be EOL

PacketShaper Product Model	Bandwidth Spec Levels
PS-S200 BW Control Appliance	10ML, 50ML, 100ML, 100MH, 250MH, 500MH
PS-S400 BW Control Appliance	250MH, 500MH, 1GH, 2GH
PS-S500 BW Control Appliance	2GH, 5GH, 10GH
PC-S200 Policy Center Management	All device levels for PolicyCenter (central management solution for PacketShaper

### EOL Guidance

The EOS will be effective **March 31<sup>st</sup>, 2020**. Given the change in strategy, we recommend that you evaluate and consider the Allot products as a viable alternative.

EOL is **March 31<sup>st</sup>, 2022** and is subject to our EOL Policy which can be found at <https://knowledge.broadcom.com/external/article?legacyId=info5451>

- As an existing PacketShaper customer, and to protect your privacy, you are directed to contact Allot and register your information if you have interest in the recommended solution from Allot. To register your information [Click to register your information](#).
- After you have registered your information, Allot will contact you immediately to discuss compelling commercial and technical options for

a successful transition from Symantec PacketShaper products to Allot equivalent products.

- You must have a current support entitlement contract for your PacketShaper appliances to be eligible special programs or incentives offered by Allot as part of this program.
- Symantec, with the assistance from Allot, will help you as a current PacketShaper customer during this transition.
- If you have a preferred partner, please have them contact [Allot at this link](#), your PacketShaper partner will have the option to register with Allot.

Symantec is committed to our partnership with Allot, to ensure that our mutual customers and their businesses are effective in the management of traffic in their current and future, evolving networks. If you have any concerns, please reach out to Allot at [enterprise@allot.com](mailto:enterprise@allot.com). Optionally you can contact your Broadcom sales representative.

Sincerely,

The Symantec PacketShaper Team  
Symantec, a division of Broadcom