December 12th, 2014

To: CA Technologies Capacity Command Center Customers
From: The CA Technologies Capacity Command Center Product Team
Subject: End of Service Announcement for CA Technologies Capacity Command Center v. 2.3.

CA Technologies is continually working to improve our software and services to best meet the needs of our customers. In accordance with our CA Technologies Support Policy and Terms (https://support.ca.com/), please consider this letter your written notification that we are discontinuing support for CA Technologies Capacity Command Center versions 2.3 beginning December 12th, 2015. This allows our Development organization to more effectively focus its resources on and add value to the next release of CA Technologies Capacity Command Center version.

We encourage you to plan for the migration to CA Technologies Capacity Command Center (CA CCC) version 2.7 as soon as possible, to take full advantage of the latest new features and enhancements this release has to offers. CA CCC release 2.7 provides improved performance through pre-calculated regression analytics and updates to the Unified Infrastructure Management (UIM formerly Nimsoft) Data Adapter that increase customization options and add support for IBM Power System series. For additional information visit the CA Technologies Capacity Command Center pages at CA Technologies Support Online (http://www.ca.com/us/support/ca-support-online/support-by-product/ca-capacity-command-center.aspx)

As CA Technologies would like to help make your upgrade to CA Technologies Capacity Command Center version 2.7 as straightforward and successful as possible, we offer the following:

● A no-charge software upgrade from CA Technologies Capacity Command Center versions 2.3, 2.4, 2.5 and 2.6 to CA Technologies Capacity Command Center version 2.7 for any customer with an active maintenance contract.
● Documentation to help prepare you for your upgrade to CA Technologies Capacity Command Center version 2.7 can be viewed at CA Technologies Support Online.
● CA Technologies Services is available to provide consulting services for any or all parts of the upgrade, including analysis of the current system, preparation for the upgrade, testing, and performing the upgrade itself. Please visit www.ca.com/services.
● Qualified local CA Technologies Capacity Command Center Partners are also able to assist in any or all parts of the upgrade, including analysis of the current system, preparation for the upgrade, testing, and performing the upgrade itself. For more information and a list of partners in your area please contact your local CA Technologies Channel Partner Group office, (http://www.ca.com/partners.aspx).

If you have any questions regarding the support schedule, please contact CA Technologies Support at CA Technologies Support Online (https://support.ca.com/), your local CA Technologies Account Manager, a member of the Customer Success Team, or CA Technologies Customer Care online at http://www.ca.com/us/customer-care.aspx where you can submit an online request using the Customer Care web form: https://communities.ca.com/web/guest/customercare. You can also call CA Technologies Customer Care at +1-800-225-5224 in North America or see http://www.ca.com/phone for the local number in your country.

Your success is very important to us, and we look forward to continuing our successful partnership with you.