

Service Descriptions for Services that are End of Sale

The service descriptions listed below are for services that are End of Sale (EoS). Included for each service description is the date on which Secureworks stopped selling the service, is no longer available for Renewal (End of Renewal EoR), and the End of Life (EoL) date upon which: 1) customers will no longer be provided with the service; and 2) the service description will be removed from this page.

Definitions

- **End of Sale:** The date on which a product or service is no longer available for purchase.
- **End of Renewal:** The date on which a service is no longer available to renew in-scope services.
- **End of Life:** The date on which all support for a product or service ends, which includes any software upgrades, hardware upgrades, maintenance, warranties, or technical support.

Service Description	EoS Date	EoR Date	EoL Date
VDR PCI Attestation Service	July 17, 2023 (Global)	July 17, 2023 (Global)	July 17, 2023 (Global)
Advanced Remediation Management (ARM)	January 28, 2022		February 3, 2023
	May 5, 2023 (Japan)	May 5, 2023 (Japan)	May 3, 2024 (Japan)
Advanced Endpoint Threat Detection (AETD) including AETD Elite for CrowdStrike and Red Cloak <ul style="list-style-type: none"> ○ Managed Endpoint Services: AETD: CrowdStrike ○ Managed Endpoint Services: AETD: Red Cloak ○ Managed Endpoint Services: AETD: Microsoft Defender Advanced Threat Protection ○ Managed Endpoint Services: AETD: CB Response: Cloud ○ Managed Endpoint Services: AETD (Carbon Black Response: On-Prem) 	January 28, 2022		February 3, 2023
	May 5, 2023 (Japan) January 18, 2023 (Japan, AETD CB)	May 5, 2023 (Japan) January 18, 2023 (Japan, AETD CB)	May 3, 2024 (Japan) May 31, 2023 (Japan, AETD CB)
Advanced Endpoint Threat Prevention (AETP) Managed Endpoint Services: Standalone: AETP: Managed Carbon Black Defense	January 28, 2022		February 3, 2023
	May 5, 2023 (Japan) January 18, 2023 (Japan, AETP-CB)	May 5, 2023 (Japan) January 18, 2023 (Japan, AETP-CB)	May 3, 2024 (Japan) May 31, 2023 (Japan, AETP-CB))
Detect and Prevent/Alert Package	January 28, 2022		February 3, 2023
	May 5, 2023 (Japan)	May 5, 2023 (Japan)	May 3, 2024 (Japan)
Enterprise Brand Surveillance <ul style="list-style-type: none"> ○ Enterprise Brand Surveillance: Open Source Info Brief ○ Enterprise Brand Surveillance: Annual Service (including add-on: Countermeasures) 	January 28, 2022		February 3, 2023
	May 5, 2023 (Japan)	May 5, 2023 (Japan)	May 3, 2024 (Japan)
Threat Intelligence/Global Threat Intelligence (including Threat Intelligence Support)	January 28, 2022		February 3, 2023
	May 5, 2023 (Japan)	May 5, 2023 (Japan)	May 3, 2024 (Japan)
	January 28, 2022		February 3, 2023

Managed Log Retention (including LogVault)	January 18, 2023 (Japan)	January 18, 2023 (Japan)	December 23, 2023 (Japan)
Security Event Monitoring (including Server and Network Infrastructure Monitoring, and Snare Enterprise Agent)	January 28, 2022		February 3, 2023
	May 5, 2023 (Japan)	May 5, 2023 (Japan)	May 3, 2024 (Japan)
Third-Party Device Management <ul style="list-style-type: none"> ○ Managed and Monitored IDS and IPS ○ Managed and Monitored Firewall with Policy Auditing (including add-ons: AttackerDB and Countermeasures) 	January 28, 2022		February 3, 2023
	May 5, 2023 (Japan)	May 5, 2023 (Japan)	May 3, 2024 (Japan)
Protect and Respond (also known as MDRv1)	May 5, 2021		December 31, 2023
AMPD	March 31, 2021		March 31, 2022
iSensor with AMPD Technology	March 31, 2021		March 31, 2022
Security Orchestration Automation (SOA) Add-on for MSS	August 10, 2020		November 2, 2023
Security Orchestration and Automation (SOA) Add-on for MDR	August 10, 2020		November 2, 2023
Managed IDS/IPS Enterprise iSensor	August 10, 2020		January 31, 2022
IMR <i>(Note: This service description is for the traditional service offering, *not* the new tiered service offering for IMR.)</i>	July 31, 2020		To be announced
Managed WAF	June 27, 2020		January 31, 2022