

Dear SolarWinds Partners,

As I approach nearly three years as President and CEO of SolarWinds, we have continued to expand our observability, ITSM, and database offerings—all while becoming a leader in enterprise software security. I want to thank you for your continued trust in our solutions. Thanks to your active participation in and support of our Transform Partner Program and your engagement, we increasingly support a broader set of customers worldwide.

I am reaching out because you will soon see media coverage about an enforcement action the Securities and Exchange Commission (SEC) has filed against SolarWinds in relation to the unprecedented 2020 SUNBURST cyberattack by Russia. I want to provide the facts directly to you and share additional context about this issue.

How we responded to one of the most sophisticated cyberattacks ever has become a model for how a company can effectively overcome a cyber incident. You have played a significant role in helping us respond to SUNBURST and expanding our focus on Secure by Design, and I am grateful to you for that. Together, we have retained the vast majority of our customers while also gaining new customers, both in the public and private sectors.

We believe defending our position by litigating this matter will ensure the facts see the light of day—and ensure those who wish to share information willingly in the future to aid others are supported. It will not impact our day-to-day operations or the services you rely on us to provide.

Immediately following SUNBURST, we prioritized transparent communication and information-sharing and we continue to do so. We know SolarWinds maintained appropriate cybersecurity controls and has led the industry in continuously improving enterprise software security based on evolving standards and the increasingly complex attacks that are now commonplace.

While we believe the SEC's actions are meritless, we look forward to the facts of this matter coming to light. And we thank you again for your continued partnership. If you have any additional questions or would like to discuss this update with a member of our team, please contact our SolarWinds Acceleration Partner program team at [SWAP\\_partner@solarwinds.com](mailto:SWAP_partner@solarwinds.com).

With gratitude,  
Sudhakar Ramakrishna  
SolarWinds President and CEO