

Dear SolarWinds Customers,

Thank you for your continued trust in SolarWinds. As I approach nearly three years in my role as President and CEO, I am grateful for the opportunity to serve you. Because we take security seriously, we continue to advance and invest in our Secure by Design program, which was the first significant strategic initiative I launched immediately after joining the company. Through Secure by Design, we have established a new global industry model for secure software environments, development processes, and products.

2023 has been a fruitful year for SolarWinds as we continue to expand our observability, ITSM, and database offerings while becoming a leader in enterprise software security. Your continued trust in our solutions and your active feedback help to drive our future product roadmap, and our entire team is grateful for your partnership. We look forward to a very robust 2024 and are working tirelessly to ensure your success in the year ahead.

While we are optimistic about the future and have made significant progress across many initiatives, the Securities and Exchange Commission (SEC) has continued its lengthy review of Russia's unprecedented 2020 SUNBURST cyberattack. I am reaching out because you will soon see media coverage about the attack that occurred three years ago, including an enforcement action filed by the SEC. I want you to hear the facts directly from me and provide additional context about this issue.

We believe the SEC is misguided in its charges, and we look forward to clarifying the facts of this matter in court. Further, we believe the SEC's actions will endanger the progress we have collectively made in combatting cyber threats as an industry and only make us all less secure. I assure you these meritless actions will not disrupt our operations or our ability to ensure your success.

As you know and appreciate, increasingly complex attacks are now commonplace, and SUNBURST was one of the most sophisticated attacks of its kind. Immediately following the attack, we prioritized transparent communication and information-sharing—and we continue to do so. How we responded to one of the most sophisticated cyberattacks ever has become a model for how a company can effectively overcome cyber incidents and is one reason why we have retained your trust and gained new customers in both the public and private sectors.

SolarWinds will vigorously defend our businesses against this unfortunate and inappropriate SEC action. It will not impact our day-to-day operations or the services you rely on us to provide. I hope you have seen our commitment to being open with the industry and the marketplace about the attack has been our driving force since day one.

We remain laser-focused on delivering the best products and services and maintaining our customer success mindset. My commitment to you is that SolarWinds will continue to be a valued partner who will put your needs first and mutually drive to your business goals, 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 us at connect@solarwinds.com.

With gratitude,

Sudhakar Ramakrishna

SolarWinds President and CEO