



09/05/2017

RE: Important Discontinuation Announcement for Olympus EndoWorks® Platform

Dear Valued EndoWorks User,

With less than a year remaining until Olympus formally discontinues support for the EndoWorks software platform, this letter is an effort to communicate certain aspects of support after March 31, 2018.

Continued use of EndoWorks after March 31, 2018

While EndoWorks will still be operational after March 31, 2018, end users continuing its use after March 31, 2018 do so at their own risk, and assume all responsibility and risk associated with continuing with its operation, including but not limited to, any and all cybersecurity incidents, data corruption and/or hardware failure(s).

EndoWorks alternative solutions

EndoWorks users must choose alternative solutions for their long term procedural documentation, image and work flow management needs. For your convenience, Olympus has established two preferred vendors: gMed™, a Modernizing Medicine Company for gGastro Suite and Wolters Kluwer, which offers ProVation® MD for Gastroenterology.

EndoWorks image-only users can consider the Olympus Knowledge Exchange System (KE) enhanced connectivity modules as a way to move images from their CV-190 tower to an archival location. For more information on KE please your local Endoscopy Account Manager or visit www.medical.olympusamerica.com/KnowledgeExchangeSystem.

Customers should secure funds in 2017 for alternative solutions and plan for installation by March 31, 2018. In addition, customers should expect longer lead times for installation of alternative solutions as March 31, 2018 approaches and demand peaks.

EndoWorks critical bug fixes and Microsoft updates

As of the date of this letter, Olympus will not be providing any more critical bug fixes in support of EndoWorks. This timeline was previously communicated on www.endoworks.com.

As of March 8, 2017, Olympus validated, for the last time, critical Microsoft Operating System updates. Accordingly, Olympus has modified its Update Policy recommending that users update their systems with the latest Microsoft patches per their facility's security policy. The Olympus policy can be found on the Updates and Policy section of the www.endoworks.com website.

In summary, no additional application, middleware or operating system patches will be tested by Olympus in the future.

EndoWorks Software Maintenance Agreements

As previously communicated, all EndoWorks Software Maintenance Agreements (SMA) will be terminated on March 31, 2018 or earlier upon request.

EndoWorks users electing not to continue with their SMA until March 31, 2018, may continue to use the Olympus Technical Assistance Center (TAC) for support, but will be charged hourly rates for services requiring onsite support.

Field Service and Technical Assistance Center Support

After March 31, 2018, Olympus may, in its sole and absolute discretion, provide limited, but reasonable efforts to troubleshoot the EndoWorks software via TAC phone support. Olympus reserves the right to charge for such activities. Customers should expect that issues related to Endoworks may remain unresolved.

Olympus will no longer support the following list of services after March 31, 2018:

- Remote support: all IT connections between Olympus and facilities will be terminated for the EndoWorks product. All other Olympus products that are connected and entitled will remain on remote support.
- Database repairs: Olympus will not perform repairs, either onsite or remotely, should the EndoWorks database become unstable, corrupt or crash.
- Hardware repairs: Olympus will not perform repairs should an EndoWorks computer fail. In addition, customers will no longer be able to purchase replacement computers from Olympus.
- KB customizations: Olympus will not fulfill requests to create new templates, add new terminology for GiQuIC registries or create custom reports for other reporting requirements.
- Any and all onsite support including; installation, repairs, patches, and upgrades
- Onsite In-services and training for facility staff

Please continue to visit www.endoworks.com for the most current information regarding the discontinuation of the EndoWorks system.

Thank you for your EndoWorks business and for your patience as we discontinue this platform. If we are not already working with you in other capacities, we hope that you will choose Olympus again in the future.

Sincerely,

Olympus America