

Capsule Workspace End-of-Life

Frequent Questions and Answers

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Context

Capsule Workspace will be EoL soon.

End of Life is one of the final phases of a Product development Lifecycle.

It consists of two milestones:

- **End of Sales** planned for
 - New customers: **September 30th, 2023**.
 - For renewals contracts, latest available contract: **December 31st, 2024**
- **End of Support** is planned as per customers' contract terms @ Support contract termination date.

Frequent Asked Questions

Q – What is Capsule Workspace Capsule

A – Workspace is a containerized Office suite for mobile environment.

For further details about the product, refer to the [Product Landing Page](#) and [Datasheet](#).

Q – What does End of Sale concretely mean for customers?

A – End of Sales has several implications:

- 1- The product is no more available in the Check Point Product Catalog and therefore, is no more available for sale.
- 2- No new features are available.
- 3- Existing customers can continue using the product and will get the required support & maintenance related to the Capsule Workspace product as per terms of their contract.

Q – What does End of Support concretely mean for customers?

A – No more support for the solution.

Customers can continue using the solution at their own risk.

Q – According to my contract terms, Check Point is committed to support Capsule Workspace for a period beyond the EoL timelines. What is planned?

A – In such case, Check Point still support with major fixes based on a mutual agreement.

Q – Why did we decide to declare Capsule Workspace EoL?

A – Even the best products with a very good value proposition get EoL at some point.

We see today that most common usage in mobile can be covered by UEM/MDM coupled with a strong MTD like Harmony Mobile for securing remote workforce and managing access to corporate information.

Q – What customers using Capsule Workspace today should do?

A – Customers using Capsule Workspace can contact their Check Point Sales representative and Security Experts to check alternative solutions. Our recommendation is to use Harmony Mobile with the MDM/UEM installed in the customer organization. Your Check Point Sales and Security experts remain committed to find the right solution which best fits your needs.

Q – I am a Check Point customer and looking forward to purchasing for Capsule Workspace or Docs. What should I do?

A – You are invited to contact your Check Point Sales Representative so you can find the solution which best fits your needs, environment, and requirements.

Q – In case of doubt or for any further information, who is my contact point?

A – Check Point as your security partner offers a wealth of customer-facing contact points – Sales, Security Experts, Customer Success, Product Management, Support & TAC. Each and every Check Point personnel remains committed to assist you in finding the best alternative for this Capsule Workspace product and solution.