

December 20, 2022

Dear Valued Customer,

Mindray is committed to supporting our products to maximize the benefit for our customers and extend the life of their capital investments. We are announcing the end of technical service and support for the eGateway 1.x and 3.x platforms. These platforms, purchased between 2010 and 2015, are dependent upon third-party solutions which are no longer available and have been retired to adhere with patient safety and patient confidentiality regulations. Concerns regarding cybersecurity and cybercrime require our vendor partners to introduce new and improved solutions to protect our shared customers. The 1.x and 3.x eGateways were built upon the Microsoft XP Embedded Operating System, introduced on January 30, 2002, has been officially discontinued by Microsoft on January 12, 2016, almost seven years ago. Today, more than ever, it is essential to remain vigilant and keep current with system upgrades and system patching.

Mindray has continued developing the eGateway platform to meet our customer's needs. Today the eGateway is offered in a hardware or VM/software platform for flexibility. Our latest Enterprise eGateway is now available to support multiple hospitals throughout a health system. Each can be protected by our Software Maintenance Agreements to protect from obsolescence.

Mindray offers numerous programs to assist you in your patient monitoring connectivity needs. Your local Sales Representative can be contacted directly or via our Customer Service team at 1-800-288-2121. We look forward to discussing the advantages offered by our latest technology with you and your team.

Sincerely,

Michael Lawlor
Senior Director, Technology Service



[Mindray North America](#)
800 MacArthur Blvd.
Mahwah, NJ 07430