

## Keyfactor and PrimeKey Customer FAQs

### Why are Keyfactor and PrimeKey merging?

- This is a market growth and product expansion merger, under the Keyfactor brand.
- Keyfactor and PrimeKey both have a track record of technological innovation and a passion for customer success. We announced a technology partnership together in 2020, integrating Keyfactor's certificate automation and management solution with PrimeKey's EJBCA Enterprise product. The result provided end-to-end visibility and automation to all private and publicly issued certificates via a single platform.
- **From a product standpoint**, merging the product lines brings an industry-first machine identity platform to market.
- **From a company standpoint**, Keyfactor and PrimeKey share an approach rooted in cryptography, and a relentless commitment to customer service and satisfaction.

### Will EJBCA Community, SignServer Community and the Bouncy Castle APIs remain open-source?

- **Yes.** Keyfactor is committed to keeping our Community open-source. EJBCA and SignServer are some of the longest-running open-source PKI and digital signature projects, and the Bouncy Castle APIs is the leader in cryptographic APIs. These components have been open for 20 years and are used by many enterprises and vendors in the PKI and security space. Keyfactor will continue to invest in this technology to ensure that remains the case for years to come.
- Nothing will change in terms of our handling of the open-source code base, our support for enterprise customers, and external contributions to and from the community.
- Keyfactor is committed to keeping both EJBCA Community, SignServer Community and Bouncy Castle open-source and freely available to all.

### I use EJBCA with a competitor product of Keyfactor. Will this merger impact our current setup?

- **No.** Keyfactor is an open platform that's committed to allowing our customers ultimate flexibility to control their own cryptography. We'll allow our EJBCA customers to use any certificate management provider, even if it's a competitor to Keyfactor.
- Easy integration into different ecosystems and with different products has been a key success factor of EJBCA and this will continue in the future.

### What impact will this merger have on Keyfactor's integrations with public PKI providers (such as DigiCert, Entrust, GoDaddy, etc.)?

- **None whatsoever.** Keyfactor has always operated as an open platform to support our customer's choice in PKI providers, and will continue to do so.
- Nearly all Keyfactor customers integrate make use of publicly-rooted PKI providers and we remain dedicated to maintaining integrations with all public CAs.

### I'm using a Microsoft-based PKI, Entrust PKI, or CA software from a vendor other than Primekey. Will Keyfactor continue to support these integrations.?

- **Absolutely.** Keyfactor remains committed to remaining an open platform and allowing our customers to choose the solutions that are right for them. We'll allow our customers to use any CA software they choose, even if it's a competitor to EJBCA or Keyfactor PKI as-a-Service.

**When can I start using PrimeKey and Keyfactor together?**

- **Immediately.** Keyfactor and PrimeKey already offer a CA integration since before the merger and you will continue to be able to use EJBCA and Keyfactor together.

**What executive leadership changes will occur?**

- CEO Jordan Rackie; Chief Strategy Officer Magnus Svenningsson; CTO Ted Shorter; Chief PKI Officer Tomas Gustavsson; CFO Jim DeBlasio; Chief Transformation Officer Ellen Kindley

**How will I, as customer of PrimeKey/Keyfactor, notice the merger?**

- We remain committed to providing a best-in-class customer experience now and in the future. In the short term, there will be no change in customer contacts or processes. In the long term, we will create a joint experience with more resources to help our customers achieve success with our products.

**I am using the PrimeKey/Keyfactor [insert product(s)]. Will this product(s) be continued?**

- **Absolutely.** There are no plans to discontinue any products.

**I'm interested in learning more about PrimeKey or Keyfactor – what do I do?**

- Please reach out to your primary contact at PrimeKey or Keyfactor – we will quickly get you in touch with our counterpart.