March 2011

Dear Customer,

I would like to take this opportunity to emphasize Intel's strong commitment to the Itanium® processor family and our enthusiasm about the future of the product line.

Intel has targeted the Itanium® and Xeon® processor families at the broad $15B yearly RISC/Mainframe market segment and is committed to development, marketing, software and solutions enabling to win in this market segment. Intel's Itanium platform is focused on highly reliable, mission-critical applications, RISC system replacement and mainframe migration. Server systems based on the most recently launched Itanium processor are designed for the most sophisticated and demanding mission-critical computing platforms in the world.

With this product, Intel designers have successfully delivered robust capabilities for these high-end systems, such as leading-edge scalability, world-class reliability and extended platform longevity. Currently, the Itanium architecture has over 14,000 applications and tools now available, helping illustrate that Itanium has reached critical, sustaining mass and is viewed by many customers to be a sound investment. We are also proud that more than 80 of the top Global 100 have entrusted Itanium-based servers to run their most mission-critical, data-intensive applications, to virtualize and consolidate data center infrastructure and to establish a more scalable, adaptable and cost-effective foundation for core business applications.

Itanium is ideal for mission critical workloads such as ERP applications, enterprise databases and data warehouses. Server systems based on Itanium have an excellent track record for running large enterprise-wide SAP and Oracle installations and back-end business transaction systems powering sophisticated global operations.

Further, we are committed to the continued development of the Itanium product family. Last year we introduced the Itanium 9300 series processor (code name Tukwila) which more than doubled the performance of its predecessor. Recently we disclosed our next generation Itanium processor (code name Poulson), which is currently in Intel and customer labs for validation and is on track with targeted availability in 2012. This product is a brand new architecture design that will provide significant performance, reliability and power enhancements, and will be delivered on Intel's newest 32nm manufacturing process technology. Following will be Kittson, of which we are in the architecture and early development phase, and we are currently starting exploratory work for what comes after Kittson.

We firmly believe that the Itanium platform provides a sound foundation for mission critical computing well through this coming decade.

I want to assure you that Intel is committed to meeting the needs of customers who have the most mission critical requirements, as they continue to migrate from proprietary mainframe and RISC-based solutions to industry-standard solutions running on Intel Itanium-based platforms.

Sincerely,

Kirk Skaugen
General Manager, Data Center Group
Corporate Vice President, Intel Corporation