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July 13, 2011

Dear Valued Business Partner,

We are pleased to announce that Global 360 Inc. is now part of OpenText. We are excited to join forces with this fast growing company with such a rich array of technology and services alliances. Together, we will provide you with the broadest range of Business Process Management (BPM) and Dynamic Case Management (DCM) solutions tailored for industry-specific requirements. Our top priority is to ensure your continued satisfaction, including a smooth transition, as we combine these two innovative companies.

As the markets for BPM and Enterprise Content Management (ECM) converge, OpenText is accelerating its investment and commitment to being the leader in content, process, and dynamic case management solutions. With Global 360 as part of the OpenText family, we strengthen our position in the BPM market and expand our presence in terms of industry expertise, technologies, professional services, strategic partners, such as you, and global reach. In particular, Global 360's highly regarded partnership with Microsoft, along with OpenText's own longstanding strategic relationship, makes our organization the recognized market leader in BPM and DCM solutions for the Microsoft ecosystem.

We will ensure that your ability to order and receive support for Global 360 products is not impacted and that product roadmaps will not be altered as a result of this acquisition. All current and planned products will continue to be maintained, supported and enhanced.

As the world's largest independent provider of Enterprise Content Management (ECM) solutions, OpenText works with our customers to help them reduce risk and create value from their content. With its unique combination of solutions, Global 360 capabilities will complement OpenText ECM Suite and other offerings and help further our position as a market leader. Together, we are ready to serve you and help you generate new revenue with a comprehensive solutions portfolio as well as global support and service.

We will be providing you with ongoing communication in the weeks ahead to make your transition into the OpenText family as seamless as possible and we look forward to meeting you at upcoming OpenText and Global 360 events. We also encourage you to visit our [Welcome Page](#) to get to know us better, or call us at 1-877-888-6651 (NA) or +49 89 4629 1161 (EMEA/APJ) if you have any questions or concerns.

We look forward to building a strong, long-term relationship with you and value your continued support.

Welcome to OpenText!

Sincerely,



John Shackleton

President & CEO

OpenText Corporation



David Mitchell

President & CEO

Global 360