OPEN TEXT
The Content Experts™

275 Frank Tompa Drive
Waterloo, ON N2L 0A1 Canada

Tel: +1 519-888-7111
Fax: +1 519-888-0677

www.opentext.com ˅ info@opentext.com

April 1, 2010

Dear Valued Nstein Customer,

As you may know, Open Text acquired Nstein Technologies today. I would like to take this opportunity to welcome you to the Open Text family. Our combined entity is now ready to serve you with an expanded portfolio of solutions, global reach, customer support and an extensive network of value-added partners.

Open Text is the world's largest independent provider of Enterprise Content Management (ECM) software solutions. We have a long history of innovation in the areas of web and content centric technologies and consequently a deep appreciation for the value that Nstein's semantic and text analysis solutions provide.

I know you may have questions about how this acquisition could affect your current and future plans with Nstein solutions. Rest assured that Open Text will continue to support Nstein's products and installed customer base across the core Text Mining Engine, Semantic Site Search, Web Content Management, and Digital Asset Management solutions. We respect the relationships we have with all our valued customers and will continue to focus on helping you leverage your existing investments.

Open Text is committed to developing a comprehensive, world-class product portfolio to better serve your needs. We have a dedicated team working on combined product roadmaps now and will have more information for you in the weeks ahead. In the meantime, please visit our Welcome Page to get to know us better, or call us at 1-877-888-6651 or 519-888-0051 if you have any questions or concerns.

Thank you for your patience and understanding as we make this transition together. We are committed to providing you with ongoing communication to make your transition into the Open Text family as seamless as possible.

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

Sincerely,

John Shackleton
President & CEO
Open Text Corporation