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October 31, 2008

Dear Valued Customer,

Today, Open Text acquired Captaris and Captaris Document Technologies (CDT) becoming the largest independent vendor in Enterprise Content Management (ECM). The combined entity is better positioned to serve the ECM needs of global organizations with a much broader portfolio of products and solutions.

Together, Open Text, Captaris, and CDT bring together some of the most talented and innovative people in the enterprise software industry. With our combined expertise, we offer extensive ECM know-how and experience. As we unite, we will be able to accelerate innovation, offering high-powered R&D that will bring new solutions to market faster. As we are an independent global leader, we can focus on creating solutions that bridge multiple systems to help solve your toughest business and compliance challenges.

We understand that you may have questions about how this change will affect your own corporate strategy. Let us take this opportunity to assure you that your investments are safe. We will continue to innovate, develop, and support our products to better serve our customers' needs.

As we integrate our Customer Support teams, please rest assured that the service level we provide to you will remain our top priority. We value the partnership we have created with you and are committed to continuing Captaris and CDT's product availability and existing 24x7 customer support programs. Our goal at Open Text is to provide world-class support that will exceed your expectations.

We have a dedicated team working on the details for the integration, and we look forward to sharing our roadmap with you soon. In the meantime, please find attached a short FAQ in which we endeavor to answer any questions you may have with regards to Customer Support. If you have any concerns about the Customer Support integration, please contact us at support@opentext.com.

This is an exciting time in ECM, and we are looking forward to serving you.

Best Regards,



Dave Wareham
Senior Vice President, Global Customer Support & Services
Open Text Corporation