

275 Frank Tompa Drive
Waterloo, ON N2L 0A1 Canada

Tel: +1 519-888-7111

Fax: +1 519-888-0677

www.opentext.com v info@opentext.com

October 31, 2008

Dear Valued Customer,

Today, Open Text acquired Captaris, strengthening our position as the largest independent vendor of Enterprise Content Management (ECM) solutions, and I would like to take this opportunity to welcome you to the Open Text family. With 17 years of innovation and experience, Open Text has built a reputation for success in deploying ECM solutions and is known as The Content Experts™.


As the leading independent provider of ECM software and solutions, the new Open Text is in the best position to serve your needs with a much broader portfolio of products, solutions, and services. Our expanded portfolio meets the toughest business and compliance requirements of the world's largest corporations, governments, and professional services firms.

I know you have many questions about how this acquisition will impact your future plans with Captaris products. Open Text will develop the combined product portfolio to better serve your needs, and we will continue to communicate with you on a regular basis as we firm up our plans. We have a dedicated team working on a product roadmap and will have more information for you in the months ahead. In the meantime, please visit our Web site at www.opentext.com to get to know us better.

As we go through this transition period, I want to take this time to thank you for your patience and understanding. It is our top priority to provide you with ongoing communication so the move to the new Open Text will be as seamless as possible.

I look forward to building a strong relationship with you and value your continued support.

Sincerely,



John Shackleton
President & CEO
Open Text Corporation