



Epicor Software Corporation 18200 Von Karman Avenue, Suite 1000, Irvine, CA 92612 USA T 949.585.4000

October 19,2011

Dear Valued MIS Customer:

I am writing to provide you with an update on the high-level strategy for Epicor® Software Corporation and specifically, the go-forward direction for the **Epicor ERP** product line. The recent combination of Epicor with Activant® Solutions creates a true global leader in business applications with increased scale, global resources, and an expanded portfolio of value-added products and services. It has also generated some questions regarding our future product direction. I feel it is important to put to rest speculation regarding the direction of our product portfolio.

Epicor ERP, which includes the Express, Standard and Enterprise editions of Epicor 9, is a key part of the company's strategy for growth and market leadership. Released in late 2008, Epicor ERP has been recognized by industry analysts for its "visionary" architecture, innovative technology, industry-focused features, and deep vertical capabilities. As a technology innovator, Epicor now holds a leadership position in the adoption and delivery of web services, model-driven, and service-oriented architecture (SOA). These technologies are fully realized in Epicor ERP through its Epicor *True SOA*™ framework, while also serving as key components in many other Epicor products.

Along with having deep industry functionality, Epicor ERP sets a new standard for flexibility, usability, and collaboration in enterprise business software through innovative use of next-generation Web 2.0, mobile, and social collaboration technologies. By merging SOA and Web 2.0, Epicor ERP delivers a solution that's designed for the way people work today, but is also built for change – capable of rapidly adapting to meet the ever-changing requirements of an increasingly competitive and global marketplace. To date, more than 2,500 customers have selected Epicor ERP to help transform their businesses and drive competitive advantage. And this is just the beginning.

Looking ahead, **Epicor ERP** will continue to be our **core strategic solution and go-forward platform** for the manufacturing, general distribution, and services sectors. We remain fully committed to delivering on our published roadmaps and continuing to develop and enhance Epicor ERP with industry-focused features, country-specific functionality, actionable analytics, advanced financial reporting, Enterprise 2.0 collaboration, cloud and on-demand deployment options, and workforce mobility. In addition, we will continue enhancing the scalability, usability, and performance of the product.

Epicor is fully committed to being your long-term business partner. We will continue to provide your business with the innovative software and deep industry expertise you need to grow and compete successfully in today's increasingly global market.

At Epicor, our goal is to provide you with the only enterprise business software that your company will ever need.

Sincerely,

A handwritten signature in black ink, appearing to read 'Pervez Qureshi', is written in a cursive style.

Pervez Qureshi  
President and CEO  
Epicor Software Corporation