

Dear IBM Clients and Business Partners:

We are pleased to announce that IBM and Initiate have signed an agreement for IBM to acquire Initiate. This is an exciting development for our companies and for you, our clients and business partners, who can look forward to our continued commitment to your success. Upon acquisition close, Initiate will become part of the IBM Information Management Software business, part of IBM Software.

Initiate is a recognized market leader in data integrity solutions for information sharing among Healthcare and Government organizations. Initiate health information exchange (HIE) and Enterprise Master Patient Index (EMPI) solutions help clients provide an integrated, trusted view of information for hospitals, insurers and integrated delivery networks—helping clients improve patient health at a lower cost. Initiate also provides information integration solutions for government departments and agencies that need trusted information to improve citizen services and boost efficiency.

The acquisition of Initiate will strengthen IBM capabilities to help clients deliver smarter healthcare and government solutions. Initiate technology complements IBM Information Management software, and together IBM and Initiate will provide a broader portfolio with more options for your mastering information needs. IBM intends to continue to support and enhance both the IBM and Initiate MDM solutions, leveraging IBM's world-class technology resources and Initiate's deep expertise.

Between now and the acquisition close, Initiate will continue to support existing clients without any changes. Existing contracts will remain in effect, account relationships and support infrastructure will remain unchanged, and Initiate sales and technical representatives will continue to provide support as needed. After the acquisition closes, we will share more details about the acquisition and the IBM and Initiate representatives will be available to discuss your related business goals and requirements.

We encourage you to learn more about this announcement by viewing the [press release](#).

The acquisition, which we anticipate will close in the first quarter of 2010, is subject to regulatory approvals and customary closing conditions. Between now and the acquisition close, Initiate and IBM will continue to operate as separate companies.

We hope you share in our excitement as we embark on this new venture. Thank you for your support and we look forward to continuing our important relationship with you as Initiate becomes part of the IBM Corporation.

Sincerely,



Arvind Krishna  
General Manager  
IBM Information Management Software

**DISCLAIMER**

Clients are responsible for ensuring their own compliance with various laws and regulations. It is the client's sole responsibility to obtain advice of competent legal counsel as to the identification and interpretation of any relevant laws and regulations that may affect the client's business and any actions the client may need to take to comply with such laws and regulations. IBM does not provide legal, accounting or auditing advice or represent or warrant that its services or products will ensure that the client is in compliance with any law or regulation.