



Dear IBM Customers and Business Partners:

We are pleased to announce that IBM and Lombardi have signed an agreement for IBM to acquire Lombardi. This is an exciting development for our companies and for you, our customers and business partners, who can look forward to our continued commitment to your success.

This acquisition will bring together Lombardi's industry-leading departmental business process management (BPM) capabilities and IBM's comprehensive enterprise-wide BPM offering. Building on our complementary strengths, IBM and Lombardi will deliver products, services and training capabilities that enable end-to-end BPM solutions. Our combined portfolio will extend our ability to help you work smarter – gain the agility you need to meet changing market conditions, enable innovation, optimize productivity and resources, and maximize the value of your business interactions.

Like IBM, Lombardi is a recognized leader, positioned by Gartner, Inc. in the "Leaders" quadrant of the 2009 Magic Quadrant for Business Process Management Suites. And in 2007; Forrester recognized Lombardi as a Leader in its Wave: Human-Centric BPM for Java Platforms.

The acquisition, which is subject to regulatory approvals and customary closing conditions, is expected to close in early 2010. At that time, Lombardi will become part of the IBM Application and Integration Middleware unit in IBM Software Group. Until then, [Lombardi] and IBM will operate as separate companies.

Between now and acquisition close, Lombardi will continue to support existing customers and partners as it does today. Following close, you will have access to an exceptional array of resources as we integrate IBM's rich customer support infrastructure with Lombardi's world-class support organization. Look for more details in the coming weeks.

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

We're extremely excited by the new opportunities this powerful business combination brings to our customers and partners. Together, IBM and Lombardi will help organizations around the world unlock tremendous business value. We appreciate your business and support and are committed to a smooth and effective transition as Lombardi becomes part of the IBM organization.

Sincerely,

A handwritten signature in black ink, appearing to read "Craig".

Craig Hayman, General Manager  
Application and Integration Middleware  
IBM Software Group