



September 18, 2009

Dear IBM U2 Database and Tools Valued Customer,

It's three days post announcement, and my email is so full that I am sending this letter rather than trying to respond to each one individually.

First, thanks for the many congratulatory messages. However, some of you are expressing concern about the future of the U2 products under Rocket Software. Let me reassure you that our plan, and Rocket's Plan, is to grow this business. Historically, IBM was committed to the U2 Products, and to the growth of the business. But the shift from Data Management to Information Management and the new focus on selling an entire stack of SQL-based products into large enterprises changed this. The shift began to impact the U2 business over the past eighteen months, with reduced marketing and sales resources. This led to our decision that separation from IBM was the best way to ensure the future health of the U2 business. While IBM continued to deliver new releases of our products rich with new features, under Rocket we plan to increase and accelerate our investment in these products. Our commitment to continual improvement of both the quality and consumability of our products is shared by Rocket. The entire U2 business, including all of the employees, is moving to Rocket, and I will manage it as a separate business unit. We intend to improve our responsiveness to your business needs.

The plan for this move began early this year. We talked with many entities who were interested in purchasing us. We worked hard to find the right partner – one who also believed in the growth potential of this business – and Rocket is that partner. While IBM obviously wanted to get the highest price, they were equally concerned to find a partner who would focus on your future success. Rocket shares IBM's focus on quality and has been a trusted IBM business partner for 15 years. The timing of U2 University influenced the schedule for signing and announcing. We wanted the opportunity to address some of our customer concerns and talk with you personally. Andy Youniss, President and CEO of Rocket, shared the keynote address, and shared his vision with the attendees. He promised that all of you will hear from him once the deal closes. As in all transactions of this kind, Rocket is not able to contact you directly until that time. If the FTC grants early review, this deal is expected to close September 30.

Thank you for being our customers. We tell people we have the best products, the best people and the best partners and customers - because it's true!

Sincerely,

Susie Siegesmund
Director, IBM U2 Data Servers and Tools