



5 October 2011

To Our Valued Customers:

We are pleased to [announce](#) that IBM has completed the acquisition of i2. As we mark this milestone, we would like to emphasize our continued commitment to your success, and to highlight the benefits resulting from this acquisition.

Security has become a top priority worldwide. Today's threats are complex and sophisticated with consequences that are potentially catastrophic. Together, IBM and i2 solutions will help our clients reduce crime, fraud and security threats to help ensure the safety of citizens, businesses and governments.

i2 will become part of the Industry Solutions segment within IBM Software, the organization responsible for our Smarter Cities strategy. The IBM industry solutions team is a global group of IBMers that represents the largest team of vertical industry consultants and researchers in the industry. The team has a passion for delivering innovative technology that makes a difference in the world. They are committed to our customers and the successful deployment of our technologies by our customers. IBM also remains committed to open standards and intends to continue to support, enhance and maintain the i2 products.

Our joint goal is to support your investments in i2 while leveraging IBM's world-class technology resources to deliver you more innovative solutions and expanded value. As a client of IBM, you will continue to get the software and expertise you value, and will benefit from the vast customer service and support resources available through one of the world's largest and most successful software organizations. Your existing relationships with i2 sales, support, and partner personnel can be further enriched by IBM's global account relationships, customer support services, and other value-added services.

At this time, i2 will continue to support you in their normal fashion. Your account relationships and support infrastructure will remain unchanged, and your i2 sales and technical representatives will continue to provide the support you need. As time progresses, we will communicate with you as needed to allow for planning and a smooth transition. In the meantime, please don't hesitate to reach out to your i2 team members.

We hope you share our excitement as we begin this new chapter together, and we look forward to continuing our important relationship with you as i2 becomes part of the IBM organization. Thank you for your support and for your business.

Best,

A handwritten signature in black ink, appearing to read 'Bob Griffin', written over a light blue horizontal line.

Bob Griffin
CEO
i2, an IBM Company

A handwritten signature in black ink, appearing to read 'Craig Hayman', written over a light blue horizontal line.

Craig Hayman
General Manager, Industry Solutions
IBM Software Group