



TAB

Technology
Solutions

August 12, 2010

For Existing FileTracker Users:

Greetings from TAB! You are receiving this letter because our records indicate you are an existing user of our legacy FileTracker™ software line and are a loyal customer.

FileTracker has been in production and distribution for many years and has served the vast majority of our users exceedingly well. With that said, the time has come to discontinue FileTracker and its customer support.

But don't worry; I have really exciting news to share with you! All existing FileTracker users have an upgrade path to our new flagship records management software platform "TABFusion™"!

TABFusion is the industry's technology leader and best selling tracking, labeling and imaging solution. It is based on today's records management best practices, and it was created using Microsoft's most up to date software development tools. This means your upgrade will not only serve your existing requirements, but it will grow with you for well in to the future.

Never before has TAB been better positioned to directly support the needs of our end-users with industry leading technology and service and you are our priority! Our mission is simple: We will be easy to do business with, and we will ensure our end-users are *completely satisfied* with their TAB technology solution.

In support of this mission and in our on-going efforts to streamline software operations, please note this important information:

Effective December 31, 2010, TAB will no longer support FileTracker branded software. End-users are urgently encouraged to upgrade to TABFusion as soon as practical but **before** the end of calendar year 2010. All existing Maintenance Agreements will remain in-force and unchanged until expiration at which time you will receive an offer to renew direct with TAB based on TABFusion software products.

If your FileTracker maintenance contract is currently in effect (and has been paid in full) the corresponding TABFusion licenses will be made available to your organization at NO CHARGE.!

The service to perform the upgrades is chargeable however, so here is the simple upgrade process:

- 1) Call TAB Technical Support at **877-306-8875** so we can validate your Maintenance Contract status, your contact information, and your systems' configuration.
- 2) We will provide a maintenance renewal quotation and ask for a Purchase Order to TAB.
- 3) Once your maintenance contract is in force or extended, we will conduct a functional review of your current system with you and accurately quote the services required to get you upgraded.
- 4) After we receive your Purchase Order for upgrade service, we will require a copy of your database for import into TABFusion.
- 5) We will then demonstrate your new system identifying and exploring the new capabilities of TABFusion and additional functional requirements and expansion that you might require.
- 6) We'll then completely document your new system and present a Functional Specification for your acceptance in advance.

- 7) Then we'll get your Upgrade scheduled and deployed.
- 8) We'll conduct end-user and administrative training at your location.
- 9) You'll get a comprehensive Systems Acceptance Test for your final approval.
- 10) You will be completely satisfied and remain a loyal TAB customer.

We recognize our product is core to your business workflow, and I hope you will agree with me that our new upgrade process will relieve you of the uncertainties of who to look to when you need unobstructed access to technical support, upgrades and/or system expansion. Most of our customers have requested a more direct relationship with our capable technical team and this is an important first step.

If you have any questions or concerns regarding this important upgrade, please do not hesitate to contact me personally.

Sincerely,

Billy Mitchell
Director of Technology Products