



January 26, 2010

Dear IBM Customers and Business Partners:

We are pleased to announce that IBM has completed its acquisition of Lombardi, which is now officially part of the Application and Integration Middleware unit in IBM Software Group. We're extremely pleased to have reached this milestone so soon after announcing our plans to join forces in mid-December.

Building on our complementary strengths, IBM and Lombardi will deliver products, services and training capabilities that enable end-to-end BPM – including the ability to quickly automate and improve processes to support changing business needs in an increasingly collaborative, team-based work environment. Our combined portfolio will extend our ability to help you work smarter and gain the agility you need to 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 IBM Lombardi team will continue to support existing customers and partners as it does today. We intend to build on that support structure, giving you 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.

Sincerely,

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

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