<u>Welcome to the IBM family!</u>

This email explains what will happen over the next several months as Green Hat Support transitions to IBM Software Support. Please review this email carefully and share it with other Green Hat software users at your site.

You are receiving this email because our records indicate you are a recent or frequent visitor of Green Hat Support.

As a valued Green Hat customer, you probably know that Green Hat is now part of IBM Rational software. The Green Hat and IBM teams are working hard to ensure your smooth transition to IBM Software Support. The transition effort has commenced, but the process will take several months to complete.

For now, please continue to contact Green Hat Support as you have in the past for your technical support needs.

Beginning on 3 September, 2012, all new technical support requests should be initiated through IBM support contact methods.

Support Transition Communications

Green Hat and IBM have designated a Site Technical Contact (STC) who will be responsible for ensuring that your company's personnel understand how to engage and work with IBM remote technical software support.

All communications which enable the support relationship between your company and IBM Software Support will be sent directly to the STC, who is then asked to communicate this information to the appropriate Green Hat software users. This information includes:

1) The IBM Customer Number (ICN) which you will use to identify your account when contacting IBM Software Support. The ICN is used in our IBM entitlement systems to validate your support.

2) The initial STC credentials for accessing IBM Software Support's online web portal. Your STC controls the Authorized Callers list, and the STC will need to establish and manage your authorization in order for you to access this portal.

You are also encouraged to review the latest news about the Green Hat and IBM support transition posted at:
http://www.ibm.com/software/rational/support/greenhat/

This site will be updated with key transition information including the latest Green Hat support transition communications, Frequently Asked Questions (FAQ), as well as the details about how to begin contacting IBM Software Support.

In addition, you can access and download a PDF version of the IBM Software Support Handbook at:
http://www14.software.ibm.com/webapp/set2/sas/f/handbook/home.html

Next Steps

A final e-mail with important details about accessing IBM Software Support will be sent in August prior to the 3 September 2012 cutover to IBM Support. This e-mail will describe how to use your ICN to access IBM Software Support via voice, e-mail and web.

Again, welcome to IBM!   We are certain that the transition to our world-class technical support organization will mark the beginning of a valuable and rewarding relationship with IBM.

As your solutions partner, we are dedicated to your success and look forward to working with you.   Should you have any questions, now or in the days ahead, please do not hesitate to contact me directly at chris.flynn@us.ibm.com.

Sincerely,

Christopher Flynn
Director
Rational Client Support