August, 2010

Dear IBM Clients and Business Partners:

We are delighted to announce that IBM has completed its acquisition of Sterling Commerce, a leading provider of e-commerce, fulfillment and business integration solutions across a wide range of industries. We're extremely excited to have reached this important milestone, which marks an important step in IBM's commitment to provide greater business agility to our clients and new opportunities to our business partners.

Together, IBM and Sterling Commerce can now enable organizations to integrate, interact and execute across internal operations and extended value chains, including the entire cross-channel solution lifecycle – from marketing and selling to order management and fulfillment.

With more dynamic business networks, organizations can achieve greater control over, flexibility with, and visibility into their critical business processes – within and beyond enterprise boundaries – to fuel new growth while managing costs.

For our business partners, this combination means unmatched competitive advantage, market differentiation and the ability to lead and deliver a new set of innovative solutions to the ever-growing and changing needs of our joint clients. Building on the customer relationships and proven implementation record of Sterling Commerce, IBM and its partners can create exciting opportunities to serve new and existing clients worldwide.

Clients and business partners alike now have access to extensive business-to-business integration and multi-channel selling, order management and logistics capabilities, along with IBM's rules management, analytics and business process management software. Sterling Commerce solutions also complement IBM's industry-focused software including IBM's frameworks supporting the retail, manufacturing, communications, health care and banking industries.

As we integrate IBM's comprehensive middleware offerings and rich customer support infrastructure with the world-class business-to-business integration, e-commerce and fulfillment capabilities of Sterling Commerce, you will have access to an exceptional array of resources. Look for more details in the coming weeks.

We encourage you to learn more about this announcement by viewing the press release.

Sincerely,

Craig Hayman, General Manager   Bob Irwin
Industry Solutions   President and CEO
IBM Software Group   Sterling Commerce
                                                                        An IBM company