

Thursday, July 3, 2008

Dear Valued Customer,

As you know, Open Text has acquired Spicer. Spicer customers will now benefit from access to an expanded portfolio of solutions and services and our commitment to continued Spicer product availability with enhanced innovation, development and support. We are excited about the value this will bring all of our customers.

It is our top priority to ensure a seamless transition for you to [Open Text](#). In support of that, all of your business contacts at Spicer remain the same.

The Spicer team will now be known as the Open Text Content Viewer Solutions Group. Tim Lehan and Patrick Pidduck, long-standing leaders from Spicer, will join Open Text and form the nucleus of Open Text's Content Viewer Solutions Group. The charter of this group will be to continue the development, support and sale of the Spicer products, and develop similar capabilities for Open Text's ECM Suite. Open Text software touches more than 40 million end users in over 46,000 customers, all with increasing expectations of a rich user experience, including high-quality rendering of a myriad of content formats.

I know that you have many questions about how this acquisition will impact future product plans. We are committed to providing you with ongoing communications through your Spicer representative and Open Text vehicles such as [NewsLink](#), our customer newsletter.

On behalf of Open Text, welcome. I look forward to meeting you at [Open Text Content World](#), our annual customer conference this November.

Sincerely,



John Shackleton
President, CEO
Open Text Corporation