



Dear Intelliden Business Partner:

We are pleased to announce that IBM and Intelliden Inc. have signed an agreement for IBM to acquire Intelliden. This is an exciting development for our companies, and we remain committed to your success. Intelliden will become part of the Tivoli Software business within IBM Software.

IBM and Intelliden are focused on continuing a healthy and mutually beneficial relationship with you, and leveraging your industry, sales, services and support capabilities. As a Business Partner of IBM, you have access to IBM's worldwide resources to expand into new verticals, geographies and markets. You can also benefit from the vast resources available through one of the world's largest and most successful software organizations. Accordingly, we look forward to continuing to work with you and enhancing our offerings to help serve clients together most effectively.

In the coming days, we will reach out to your organization to share more details about the acquisition and to discuss your corresponding business goals and requirements.

We are very excited about the future of this important new relationship and we look forward to continuing to provide innovative products and services for your business. For more information, please visit: <http://www.ibm.com/software/tivoli/welcome/intelliden>

Sincerely,

A handwritten signature in black ink, appearing to be 'AL'.

Alfred W. Zollar
General Manager
IBM Tivoli Software

Alan Black
President & CEO
Intelliden, an IBM Company