



Getronics Position Statement Relating to VS Product Line

Background

After 31 years of providing VS hardware and support to the market place, Getronics has decided to discontinue the VS hardware portion of our product lines. Getronics recognizes that the VS system continues to serve our client base in mission-critical applications worldwide. However, as the hardware product has matured, it has reached its effective lifespan as evidenced by the declining installation base coupled with rapidly rising support costs for both labor and parts. Getronics recognizes the extensive investment that many clients have made in their VS systems, and is weighing that concern and commitment in its go-forward strategy. Our plan focuses on maintenance and technology transformation by migrating to a new product option which we believe is in the best interest of our client base.

Go-Forward Support Strategy – Maintenance

Due to the increasingly difficult nature of the hardware support, Getronics has decided to discontinue issuing standard hardware maintenance contracts. All existing contracts will be honored to their current and agreed-to end dates effective immediately, and those contracts will not be automatically renewed thereafter. Getronics is prepared to review specific client hardware maintenance situations on a case-by-case basis; however, any renewals extending beyond their current term will be done on a premium-pricing basis, will require a specific line-item contract to be executed, and may exclude certain components that are deemed unrealistic to support by Getronics. Because of the continuing concerns relative to long-term hardware support of this product set, it is in the best interests of both Getronics and the client base to immediately address this contract timing.

Go-Forward Technology Transformation Strategy – Migration

Given the long operational history of the Getronics VS system, it is recognized that many clients have invested heavily in VS-based applications. To avoid the costly application migration process, Getronics is pleased to reconfirm the availability of the new VS platform (VSGX), which is based on industry-standard server hardware. This new platform including hardware and software is available through TransVirtual Systems, who has been named by Getronics as the exclusive reseller of this solution. This system allows for the full transfer of the existing VS software applications to the new platform in an unchanged form. This platform is a client-proven option, having already been installed in more than 50 client locations worldwide. Getronics believes that this technology transformation strategy is the best value for our clients as it provides a longer term solution on modern hardware and avoids a very costly application migration to a different software technology. Getronics and TransVirtual Systems stand ready to assist the VS client base in pursuing the specific options for the continued usage of the Getronics VS software environment.

For more information on continued maintenance, please contact Getronics at (978)-858-6080.

For more information on Technology Transformation through Migration, please contact TransVirtual Systems at vsinfo@transvirt.com or at (832)-615-6050.