



November 8, 2011

If you are still an existing user of our legacy FileTracker™ software and haven't taken advantage of our generous upgrade offer, we encourage you to contact us now!

As you know FileTracker has long since been discontinued and has not been supported since December 2010.

The good news is we are still offering an affordable upgrade path to our flagship records management software platform "TAB FusionRMS" for all existing FileTracker users, but time is of the essence.

TAB FusionRMS is the industry leading and best selling tracking, labeling and imaging solution based on today's records management best practices and software development tools. This means your upgrade will not only serve your existing requirements but grow with you for many years to come.

You are urgently encouraged to upgrade to TAB FusionRMS as soon as practical but before it becomes more expensive to do so.

If your service contract is current, the corresponding TAB FusionRMS licenses are free to you! However, the service to perform the upgrades is chargeable so here are the steps involved as the upgrade process is a simple one:

- 1) Contact us at 877-306-8875 so we can validate maintenance contract status, your contact information and your systems configuration.
- 2) Renew maintenance contract if necessary with renewal quotation and Purchase Order to TAB.
- 3) Once your maintenance contract is in force, we will conduct a functional review with you to accurately quote the services required to get you upgraded.
- 4) After we receive your Purchase Order for upgrade service we'll need a copy of your database for import into TAB FusionRMS and then we'll demonstrate your new system.
- 5) Identify and explore additional functional requirements and expansion as you require.
- 6) We will then completely document your new system and present a Functional Specification for acceptance in advance.
- 7) Then we will get your Upgrade scheduled and deployed.
- 8) We will conduct end-user and administrative training at your location if necessary.
- 9) You will get a comprehensive Systems Acceptance Test for your final approval.
- 10) You will be completely satisfied and remain a loyal TAB customer.

If you have any questions or concerns, please do not hesitate to contact me personally.

Sincerely,

Billy Mitchell
Director of Technology Products, Sales and Service

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