



June 11, 2009

**IMPORTANT CUSTOMER ANNOUNCEMENT:
PTC® Acquires Relex Software**

Dear Relex Customer,

We are pleased to inform you that PTC, a leading software company specializing in Product Lifecycle Management (PLM) solutions, recently acquired Relex Software. Since 1985, PTC has been creating leading PLM solutions that are used by more than 50,000 companies worldwide. We, at Relex, are very excited to be part of this world-class organization.

PTC and Relex bring a unique and powerful reliability solution to manufacturers

PTC has had a rich history of business process optimization in product development organizations. Reliability and maintainability are key dimensions of products and programs; accordingly they need to be considered early in the requirements definition process and connected through to the design, manufacturing, and service development planning. Together with Relex, PTC will now be able to offer these critical capabilities as part of a total solution for reliability and maintainability bridging to the domain of design and offering a level of synchronization that has been lacking to date.

Going Forward

Relex solutions are immediately available stand-alone as they were prior to the acquisition. Going forward, PTC is committed not only to the ongoing development of the Relex best-in-class reliability solution, but also to enabling the broader use of reliability information for analysis to help companies make better quality, more informed decisions. To execute on its broader product analytics vision, PTC has plans to combine the Relex solutions with its other product analytics solutions as well as developing integrations between Relex and other components in the product development system.

We believe the synergies between PTC and Relex are outstanding and that both our existing and future customers will benefit from the ongoing technological innovation and dedication that our single, cohesive company can offer. Therefore, we would like to welcome Relex customers to PTC and thank those already working with PTC for your continued support. We'd also like to provide you with important information to ensure a smooth transition as a new PTC customer or a combined PTC/Relex customer.

Below is more detail on what to expect in the coming months.

Information on Relex Integration

During this transition we will strive for little to no disruption in our ongoing business interactions (e.g. sales, support and maintenance), and you do not need to take any action associated with this letter. The Relex organization will be integrated into PTC as a cohesive business unit. This will provide the opportunity for continued focus on our customers' needs. Over time, as the operations become more synchronized with PTC's business, the unit will become more fully integrated with PTC's general operations and product development processes resulting in

superior quality, support, and product integration. The ultimate aim is to provide an excellent level of customer satisfaction. .

As the integration of PTC and Relex progresses, we will provide important information through a [Relex Integration Page](#) that will answer common questions and provide general information regarding technical support, maintenance, invoicing, products and services. We will update this site periodically with developing news and helpful hints, so please add this URL to your browser: www.ptc.com/company/relex .

Maintenance & Technical Support

Your maintenance contacts have not changed and all maintenance agreements remain in place. Relex customers seeking technical support should continue to use the same URLs and phone numbers they have used previously for access to Technical Support. Relex customers will continue to be supported by the same experienced and knowledgeable staff.

Many of you have been long-standing customers of Relex Software and we have developed excellent relationships with you. Your input has driven our development, and close communication has helped both sides to be successful. These principles will also drive our work within PTC, and as a member of the PTC family we look forward to continue our commitment to make and keep your business successful. Please feel free to reach out to us if you have any questions or concerns, and we look forward to continued success together.

Sincerely,

Kevin P. Van Fleet
CEO, Relex

Eileen P. Howald
President, Relex