

March 27, 2020

Dear Valued Latitude 44 Customer,

We are thrilled to announce that today we have gone into a partnership agreement with DataBank, North America's leading end-to-end business process solution provider and #1 Reseller of Hyland's OnBase software. The intention of this partnership is to bring you more value out of the solutions you own today.

We want to take this opportunity to thank each and every one of you for putting your trust in Latitude over the last 25+ years and bringing us to where we are today. We came to work every day for you and our team has been driven by the need to make business processes better for you. Because of that drive, we entered into this partnership with DataBank, who as of today will make this commitment stronger than ever for you during this extremely exciting time.

What does this mean for you?

On a day-to-day, it will feel like business as usual, only now you will have a new relationship manager with all-new resources and capabilities to continue driving value for you FASTER, along with an extended portfolio of solutions to solve any process challenge you may have. Over the next few weeks, you will also get to meet the DataBank Team and begin to be introduced to all the new resources and services available to you.

What does this mean for Latitude?

Dan Lein will be officially retiring. Beginning today, Brian Lein will be diligently working to assist with your transition over to DataBank and will be involved in each step. Many of the Latitude employees are joining the DataBank team and will still be available to you.

Our story continues...

We set out in 1991 to make processes for businesses easier. Along the way, we also solved a lot of big problems for your businesses; optimizing processes when no one else could. It was then that helping you solve inefficient, complex business processes became our mission. This is also DataBank's mission. Joining forces with a company as passionate about business process optimization as us, is what takes us into the next chapter in our storybook. We look forward to see the growth and innovation that DataBank helps to bring to each of you.

Sincerely,



Dan Lein, Latitude 44



Welcome

Dear Valued Latitude 44 Customer,

We're so excited to welcome you to DataBank!

DataBank provides a multitude of resources that enable you to get your questions answered quickly, provide you with the support and expert consultation you need, and empower you to use your solution to its full capability. Below is a brief summary of the top resources available to our clients once they've joined our DataBank Family.

Account Management

Your account manager is your main touchpoint and connection to DataBank engineers, consultants, and support team, as well as your frontline source of information about your solutions. Have a question about our operations? Thinking about expanding your services and need a 12-24 month roadmap? Maybe you just want to hear a friendly voice! Your account manager is there to bounce back your thoughts, questions, and concerns. Your account manager knows that communication is a two-way street, so if they see something new on the horizon that might benefit you, they'll be the first to contact you. They'll also fill you in on webinars or training that could make you and your organization more successful.

Project Management

If you've embarked on a new project with DataBank, your project manager will be your day-to-day contact to ensure everything is running smoothly! They'll provide you with an easy-to-follow timeline for project completion and make sure we're sticking to budget.

DataBank's project managers are highly-rated, experienced, and knowledgeable about our solutions and offerings. With thorough planning and effective communication, they'll work hard to ensure your project is a success.

Professional Services Team

The DataBank Client Solutions Team is the leading provider of professional services in the industry. They consult, design, build, and implement elite solutions that automate and simplify business processes like yours. This team of over 160 people consists of dedicated regional engineers, project managers, and leadership, as well as smaller national teams that specialize in specific technologies and services. The Client Solutions Team is involved in each project from beginning to end, working both behind the scenes and in front to ensure success for you and your organization.

DataBank Support

DataBank's Support Team is your dedicated contact point for the ongoing support of your solution. They're committed to the highest quality assistance, quickly responding to any technical issues and resolving them in the most efficient, effective way possible. They're also available to help answer any questions in the interest of preventing future problems whenever possible.

DataBank All-Stars

DataBank All-Stars is an engagement program that gives customers a forum to interact with peers and get the latest DataBank news, software updates, and product education. Our All-Stars can boost their knowledge by attending webinars and accessing quality content, and connect and network with like-minded users! They also have the chance to participate in fun activities to win exclusive rewards and gain recognition.

Not only does All-Stars enable clients to learn from fellow customers and a variety of content, but it provides a constant avenue for them to voice their suggestions and feedback to us at DataBank.

We're so excited to welcome you to Databank and look forward to providing you valuable solutions and services for years to come.

Sincerely,



President, DataBank