

Dear Accelerator for SAP R/3 Customer,

Recently, Cognos was advised by Acta Corporation, that the OEM agreement which allowed Cognos to re-market the ActaWorks Batch product under the Accelerator brand will not be renewed. The purpose of this letter is to outline to our Accelerator and e-Applications for SAP R/3 customers the details of our transition plan.

*New ActaWorks 4.4.1 (Accelerator) for SAP R/3 Release*

Cognos is pleased to confirm we will be shipping CD's and access keys for the recent ActaWorks 4.4.1 release to all supported Accelerator and e-Applications for SAP R/3 customers within the next 30 days. The version 4.4.1 update is available for both Unix and NT, and is certified as Windows 2000 compliant. Please note Accelerator and ActaWorks are the same product- there are no compatibility issues.

*Support & Maintenance*

**Accelerator for SAP R/3 customers:**

Cognos has agreed with Acta, not to renew or accept new support agreements for Accelerator after March 31, 2001. Cognos will continue to provide support to all existing Accelerator customers for the duration of their existing support agreements or April 1, 2002, whichever occurs first. After that time, support arrangements for the ActaWorks products will be available only from Acta.

If your organization signed a multi-year support agreement, which extends beyond this horizon, please contact your local Cognos office. Cognos and Acta are committed to ensuring our customers experience a smooth transition with no interruption in the support of these products.

You should be aware that as an Accelerator customer you are licensed to receive only the following Acta functionality: ActaWorks Batch Job Server and SAP R/3 extensions. Access to the ActaWorks RealTime extensions must be licensed separately from Acta.

**Cognos e-Applications for SAP (formerly BI Applications) customers:**

Cognos is committed to growing its e-Applications business and will continue to provide support for its e-Applications products independent of the underlying ActaWorks technology. Therefore, once an existing Cognos support agreement expires, you will renew support for e-Applications with Cognos, but you must procure your Accelerator support directly from Acta.

*New DecisionStream Connector for SAP R/3*

Cognos is pleased to announce it plans to provide access to SAP R/3 data directly from its DecisionStream product. Field testing of this new SAP Connector for R/3 will begin shortly. Release dates will be provided once we have completed the first round of field beta testing.

DecisionStream is our strategic extraction, transformation and load technology and is already widely used by our e-Applications to access ERP data sources. DecisionStream is a proven, powerful ETL tool with strong merge, aggregation and transformation capabilities. Central to the DecisionStream engine is a solid dimensional framework that builds subject matter data marts that are tightly integrated with Cognos BI tools.

*New e-Applications*

As of March 1, 2001, Cognos has stopped selling e-Applications for SAP based on the ActaWorks technology.

Cognos is pleased to announce that a suite of e-Applications for SAP R/3 will be developed based on Cognos DecisionStream technology as outlined above. We will keep you informed as to our planned release date for these DecisionStream based e-Applications for the SAP R/3 market.

*Accelerator Licenses Upgrades*

Customers who require a license upgrade or wish to purchase additional Accelerator (ActaWorks) licenses should contact Acta directly, effective immediately.

The Acta Works product set is essentially identical to the Accelerator product your organization licensed from Cognos. Replacing an earlier Accelerator license with an updated Acta version is acceptable.

Please contact your local Cognos account team should you have further questions with respect to this announcement. Cognos is committed to ensuring our Accelerator customers are not adversely impacted by this transition. We thank you for your commitment to Cognos and look forward to continuing our partnership.

Yours Sincerely  
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