

January 22, 2012

Dear AConneX Customer and Partner,

We are aware that over the past several days, AConneX experienced periods of slow performance which for many of you resulted in the network effectively being unavailable.

We understand that this problem was, at the very least, frustrating for you and we fully recognize and appreciate the important role AConneX plays in your daily operations. All of us at Epicor sincerely apologize for this service disruption.

AConneX is a unique and powerful network that connects an extremely broad range of dissimilar systems. With that power comes a degree of complexity that at times can be challenging. The root cause of the problem was a complex timing issue that was identified and corrected at 4 AM Pacific on Thursday, January 19, 2012. Monitors for this complex issue have been added to the network and we do not anticipate the problem to reoccur.

AConneX and the capabilities it represents have become hugely popular. To prepare AConneX for the next generation of users and traffic, Epicor is currently in final testing of a cloud-based version which is called AConneX CL. Two of the key design features of AConneX CL are that (i) the services will be redundant in multiple strategic data centers, which together will automatically provide fail safe performance; and (ii) AConneX CL will use an advanced and proven architecture that improves performance and reduces complexity.

AConneX CL is currently in field test with several of our distributor, VAR and eStore partners and is performing as anticipated. The first generally available production deployment of AConneX CL is currently planned for February 2012 and we expect the majority of the network traffic to be on AConneX CL by the end of 2012. We also anticipate that the current AConneX will remain in operation for several more years to give the industry ample time to convert to the cloud-based AConneX. The conversion to AConneX CL will be very straight forward. The new Software Development Upgrade Kit is available at no charge to all VAR, eStore and distribution partners and, of course, Epicor's own systems are currently being updated to support the new technology.

Again, we offer our sincerest apologies for the recent AConneX service disruption issues.

Sincerely,



Paul Salsgiver
Executive Vice President and General Manager
Epicor Software Corporation