



May 27th, 2009

An Open Letter to Our Valued Customers and Partners

Today is a very important milestone in Configuresoft's story and I am excited to announce that a definitive agreement has been signed for the acquisition of Configuresoft by EMC Corporation, the world leader in information infrastructure solutions.

For however long we have been your supplier (ten years for our oldest and largest customer), Configuresoft has worked diligently to meet your needs and to keep our commitments to you. That's the primary objective of our Customer First program. Our goal then and now is to deliver the leading enterprise configuration and change management solution on the market. By adding Configuresoft to its line of information infrastructure solutions, EMC can extend its unified, powerful software suite for managing the entire IT information infrastructure across storage, networks, servers and applications -- better enabling customers to automate visibility and control across their physical and virtual data centers.

Configuresoft has enjoyed a successful OEM partnership with EMC since early 2008, and this acquisition represents a natural evolution of that relationship. The bottom line is that the union makes perfect strategic sense for both Configuresoft and EMC. For Configuresoft, the acquisition will immediately expand our business and technical resources to accelerate our ability to deliver compelling products that meet your needs. For EMC, this acquisition is a strategic commitment to the market's premier enterprise configuration and change management solution.

As valued customers and partners who have invested significant time and capital in Configuresoft's technology, I wanted to assure you that EMC is dedicated to investing in and furthering Configuresoft's product capabilities and scope. I expect that this will enhance the value of your current investment and produce more and better solutions in the future, especially as our products become fully integrated. Becoming part of EMC will dramatically expand our financial and technical resources. As customers and partners, you will also benefit from their broad based technical innovation and world-class customer and partner support. As part of EMC, we expect to dramatically accelerate our vision of "compliance across the stack".

The acquisition is still subject to several closing conditions and until the acquisition is completed, it is "business as usual" and Configuresoft will continue to operate as a separate, independent legal entity from EMC. Any contracts that you enter into with us will be fully assumed. We will not waver in our efforts to meet our commitment to all of you who justify our existence.

Upon completion of the acquisition, Configuresoft will be integrated into EMC's Resource Management Software Group. Based on EMC's excellent track record of integrating companies, we expect an extremely smooth transition. This transition will make you a valued customer and partner not only of Configuresoft, but also of EMC – a company with a solid reputation of world-class support, service and satisfaction.

On behalf of the entire Configuresoft team, I would like to extend my personal thanks to you for your ongoing support. I believe that this acquisition will turn out to be a significant milestone, not only for our Company, but for our industry. I expect it to produce innovations that will make your lives easier and your organizations more effective. I look forward to watching our organization play an increasingly strategic role in your business.

Sincerely,

E. Alexander Goldstein