



DALNET

December 28, 1999

Dear ALS customer:

I am writing to share exciting news about Ameritech Library Services with our customers. As you know, during November Ameritech Library Services (ALS) announced an agreement under which Ameritech, a company of SBC Communications, Inc., sold ALS to a private investment group. We want you to know that this transaction has been completed as of December 15, 1999. Ameritech Library Services is now pleased to announce to our worldwide customers our new corporate name of "*epixtech, inc.*"

In its new incarnation as *epixtech*, the company will carry on its long tradition and commitment to customer service, developing technology solutions and services for libraries worldwide. We are committed to continuing to provide the library industry and you, a valued customer, with the high quality solutions and services that established the company's leadership in this market. The formal unveiling of *epixtech* will take place at the ALA Midwinter conference in San Antonio January 14-17, 2000. I have enclosed a copy of the press release that was distributed to library publications and to the national media.

You may preview the new *epixtech* logo on our web site ([www.epixtech.com](http://www.epixtech.com)). Another change accompanying the adoption of a new web domain is our adoption of a company standard for e-mail addresses—first initial of first name, period, last name@epixtech.com (with country extension as appropriate). For example, l.porter@epixtech.com. Duplicate name forms will add a second letter or number. This standard should help customers derive most e-mail addresses for *epixtech* staff from their first and last names. Our new web domain and e-mail addresses are already active; old addresses will forward e-mail for the next few months.

One final change involves the street address of our headquarters building in Provo. In order to adhere to local public safety guidelines and respond to a request from our business park association, we have been asked to change our street name from "Dynix Drive" to the assigned standard street number of "5050 North." We have begun to use the new address of "400 West 5050 North" on all materials. Please update your library and accounting office records for *epixtech* with this new street address effective immediately.

The new name of "*epixtech*" is pronounced as you would pronounce the word "epics" with "tech" added. The new corporate name is spelled with a lower-case "e" and will appear in Italics type font except in address blocks. The new name and logo were created by an in-house marketing team working with The Brand Effect, a Chicago-based branding company. The team considered hundreds

of possibilities to find a new name that was distinctive, contemporary, and globally appropriate. The hardest part of naming a new company today is finding a name not already trademarked or in use as a web domain name.

We hope that you will join with us in welcoming this new era for Ameritech Library Services as *epixtech*. My employee team and I welcome your questions about this announcement. You are invited to direct questions to your contacts in sales, customer service, or in your local ALS office. We will provide responses as quickly as possible.

We value our relationship with you and look forward to continuing to provide your library with excellent products and services.

Sincerely,



Lana Porter, President  
epixtech, inc.



Encl:

(News Release) *EPIXTECH, INC., FORMERLY AMERITECH LIBRARY SERVICES,  
ANNOUNCES NEW CORPORATE IDENTITY*



**For Immediate Release**

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***EPIXTECH, INC., FORMERLY AMERITECH LIBRARY SERVICES, ANNOUNCES NEW CORPORATE IDENTITY***

***—Leading library services company transforms libraries with forward thinking, Web-based solutions and services—***

**Provo, Utah (December 20, 1999)**— *epixtech, inc.*, formerly Ameritech Library Services (ALS), the world leader in library automation and a former subsidiary of Ameritech Corporation, today announced its new corporate identity positioning the company to meet rapidly increasing demands for Internet services in the library industry. The company has been the leader in library automation services since its incorporation in 1994. With more than 7,600 customers worldwide, the company's accomplishments include award-winning technologies and library automation systems. *epixtech* will continue to provide existing products and services while offering avenues of support to libraries with its newly developed Web-based solutions and services that enable libraries to better service their patrons for remote access via the Internet.

During the recent acquisition of Ameritech Corporation by SBC Communications, Inc., company veteran and ALS President Lana Porter secured long-term financing in order for ALS to become a privately held company. Funding was obtained from 21st Century Group, LLC and Green Leaf Ridge, LLC. The rebirth of the company as an independent entity positions *epixtech* for continued leadership, profitability and growth in the library services industry.

"*epixtech* is already a leader in the next evolutionary phase for libraries," said Lana Porter, president and chief executive officer. "We have demonstrated our commitment to balancing our customers investments in existing technologies while offering long-range planning and strategies. As a privately owned,

independent company, we will be able to accelerate our development of new Web-based solutions to help libraries serve today's mobile communities."

*epixtech* will continue to focus its efforts on automation solutions and on emerging Web-based trends by establishing a new model for web services. The company will also accelerate research, development and strategic alliances, delivering new technologies and services quickly and efficiently.

### **Management Team**

*epixtech* will retain its strong infrastructure and management team with CEO and President Lana Porter directing decisions for development and growth of the company. Since joining the company in 1996, Porter has established business processes, strategic plans and partnerships, and expanded the company's international market presence.

Library industry veteran of seventeen years, Vice President of Sales and Marketing Kate Noerr leads *epixtech's* international sales and marketing departments as well as all international operations. Noerr is a member of the American Library Association, the American Society for Information Science, the British Computer Society and the Association for Computing Machinery and is the author of more than fifty articles.

Tyler Gingrich, vice president of software engineering, focuses on designing multilingual software and Internet-based services for *epixtech*. Gingrich's background in business, systems analysis, and global software development provides consistent standards for all design and development efforts.

Scott Wheelhouse, vice president of product management, is another ALS veteran of over eleven years. He leads *epixtech's* development of product plans and marketing strategies to further improve client communications and coordination of the company's solutions and services in the global marketplace.

Vice President of Customer Operations Margaret (Meg) Fisher has extensive experience in information systems management. She directs support of *epixtech's* customer services worldwide.

Chief Financial Officer Rick Lawhun has served in a number of positions at Ameritech over the past ten years. He oversees *epixtech's* financial goals, balancing the needs of customers and operating costs.

*epixtech, inc.* is the leading provider of automation technologies, solutions and services for more than 7,600 libraries worldwide. *epixtech's* award-winning library automation systems, ConnectLib solutions for patron self-services, desktop management and interlibrary loan, and its new Web-based solutions and services empower libraries and their patrons. *epixtech* was formerly Ameritech Library Services, a

subsidiary of Ameritech, and became a private corporation in December 1999. *epixtech's* library automation solutions meet the needs of research, public, corporate, medical, and K-12 school libraries. Headquartered in Utah, *epixtech* has offices in Evanston, Illinois; Waterloo, Ontario; and throughout Europe and the Pacific Rim. *epixtech, inc.* is located at 400 West 5050 North, Provo, Utah, 84604; Tel: 1-800-288-8020; fax 801-223-5202; and at [www.epixtech.com](http://www.epixtech.com).

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