

# EMS Letter of Withdrawal from Customer Support

## ***Free Conversion Utilities and FleetAnywhere Software Available***

August 1, 2000

Dear Peregrine Customer:

Effective August 1, 2001, Peregrine Systems, Inc. will be forced to end all technical support services for the EMS product line. However, in an on going effort to provide outstanding service to our valued customers, Peregrine is offering free conversion utilities to FleetAnywhere, as well as FleetAnywhere software, the most technologically advanced and robust fleet maintenance management product on the market today. The information below will detail all of the steps necessary in order to ensure you are upgraded to FleetAnywhere in the most expeditious manner possible.

### ***Free Conversion Utilities***

For customers currently on an active maintenance contract, Peregrine Systems is offering free conversion utilities for customers converting from EMS to either FleetAnywhere or e.fleet, the configuration of FleetAnywhere hosted by Peregrine Systems.

### ***Required Conversion Services and Training***

Although conversion utilities to FleetAnywhere, and the FleetAnywhere software are provided at no charge, you are still required to purchase Professional Services time for conversion services and training. These conversion services will include:

- Set-up of the FleetAnywhere database
- Preliminary (trial) conversions of your EMS data
- Final conversion of your EMS data

Our Professional Services staff will run through several trial conversions to ensure you know what to expect when the final conversion is completed. The entire process, from the first trial conversion to the final conversion, takes approximately eight to twelve weeks. We recommend a thorough validation of your converted data prior to commencing live operations. This will be the key to a successful transition.

Training services will enable your staff to be trained on the FleetAnywhere application using real data - yours. This will also ensure that all parts of the converted system are ready for the final conversion. Again, it is very important that you schedule training to ensure you realize the maximum benefit of FleetAnywhere and to ensure your fleet operations run smoothly.

## ***e.fleet***

If the hardware and software requirements of FleetAnywhere are too cost-prohibitive, you should consider e.fleet. e.fleet is the ASP (Application Service Provider), configuration of FleetAnywhere hosted by Peregrine Systems. e.fleet is very advantageous because with e.fleet, Peregrine maintains all the administration and upgrades of the application and database server for you at a state of the art facility. This facility provides high-speed connections, redundancy, daily backups of data, and more. The cost of e.fleet is \$250 per concurrent user per month in addition to your annual support payment. Many organizations find e.fleet a great cost and resource saving solution. We will be happy to discuss this service with you.

## ***How to Upgrade***

Starting the upgrade process is easy:

1. Contact Jenny Feige in the FleetAnywhere Professional Services Department at 1-800-245-4504 x2123

Jenny will help you determine your requirements, schedule your upgrade, and assist you with a Schedule of Work for the required conversion services and training. She will also be more than happy to discuss functionality available in FleetAnywhere. Should your scheduled upgrade extend beyond August 1, 2001, Peregrine Systems will still provide support for your EMS product until such time as your conversion is completed.

2. Contact Peregrine Systems' Inside Sales Department at 1-800-638-5231

Our Inside Sales staff will provide you with the Peregrine agreements necessary for upgrading to FleetAnywhere, as well as discuss the advantages of e.fleet.

Peregrine Systems is focused on providing the best possible service to all of our customers. Part of that focus is making sure all of our customers are using the most advanced technology available, in this case FleetAnywhere. We look forward to your successful conversion to FleetAnywhere!

Best Regards,

Alex Gillette  
Product Marketing Manager - Transportation  
Peregrine Systems

This document was created with Win2PDF available at <http://www.daneprairie.com>.  
The unregistered version of Win2PDF is for evaluation or non-commercial use only.