

1 June, 2001

Dear Valued Peregrine ServiceCenter Casual User Customer,

This is the FINAL reminder to take advantage of the ServiceCenter Casual User Migration offering.

For those of you who did not have the time to read the previous notices, we would like to tell you about our exciting Get-It technology and what this new, powerful offering means to your current *ServiceCenter Casual User* subscription. Get-It is Peregrine's Employee Self Service Product Suite that provides employees anytime, anywhere access to resources. Today the suite consists of Get-Resources, an effective request and approval tool, Get-Answers, a powerful knowledge management tool and Get-Services, a single interface for submitting, updating and checking status of any type of problem and request.

Starting June 1, 2001 Peregrine Systems discontinued the sale of the ServiceCenter Casual User option. This option is being replaced by Get-Services.

Why has Peregrine made this decision? Many customers found the Casual User technology limiting and have requested a more intuitive, easier to use product. The Get-It solution is a robust set of applications with an flexible architecture. These tools can help you improve the productivity levels for your employee base without increasing your administration effort ? in fact, the open architecture makes system administration easier!

We know that change is often difficult in the complex environments in which you work. We want to make the transition to these new applications easier, and offer the following program to help you through the migration process:

We also have extended the Get-Services migration incentive offer to end March 31, 2002. You will have a choice of upgrading to a certain number of Get-Services licenses for free (with the exception of professional services and maintenance) or maintaining your current casual user licenses that you currently have. However, Peregrine will discontinue its support of the ServiceCenter Casual User license on June 30, 2002, which is 12 months after the date of the first Replacement Program notification.

The Technology

Migrating to the Get-It solution will provide your organization with innovative, leading edge applications. Get-Services utilizes the latest in XML (eXtensible Markup Language), Java Servlets, and Java Server Pages (JSP) to provide access to information from standard web browsers and other Internet /intranet enabled devices from anywhere at anytime. In contrast, the ServiceCenter Casual User option with the HTML/web client is limited to web browsers. In addition, the new architecture offers customization capabilities that were not previously available and provides an environment that makes

future enhancements possible.

We apologize if you receive additional Casual User Replacement notifications after you have elected to take advantage of the migration offer.

We believe the Get-Services solution will provide tangible value to your business and your strategic initiatives, so we encourage you to take advantage of this limited time migration offer. Please contact your Peregrine Systems Account Executive for Migration Program details and the additional benefits of these new Get-Services products.

Sincerely,

Peregrine Systems, Inc.

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