

Tivoli Service Desk End of Support

December 9, 2003

Dear Tivoli Service Desk Customer,

As announced in December 2002, Peregrine will end support of the Tivoli Service Desk effective December 31, 2003.

At your convenience a Peregrine representative is available to discuss your plans for migration. Peregrine and its extensive Partner network have successfully signed license agreements with 500 customers worldwide and assisted in their migration over the past three-year period.

If you are interested in hearing more about an upgrade path for your current Tivoli Service Desk implementation, or if we can provide any additional information on the end-of-service date or upgrade services, please contact Peregrine at (800) 960-9994 or support@peregrine.com

Sincerely,

Stacey L. Holley
AVP, Global Customer & Education Services

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