

May 19, 2014

As you are likely aware, a federal investigation concerning whether I improperly logged into competitors' systems became public two years ago. I am writing today to let you know that I have accepted responsibility for my actions and will be pleading guilty to violating the federal Computer Fraud and Abuse Act (CFAA). Symplicity's CTO will plead guilty as well.

Put simply, I let my competitiveness get the best of me and I crossed a line. When I plead guilty, I will acknowledge how in 2007 I improperly logged into a portion of Pave's website. I will also acknowledge that in 2010 and 2011, I logged into two sites that Maxient created for its customers only. I wanted to see what my competitors' products looked like but I did it in a way that was just plain wrong. I realize that my actions were foolish, immature and arrogant, and I am deeply sorry.

As a consequence, after 17 years of building and growing this great company, I have resigned from Symplicity Corporation. Symplicity's CTO has also resigned.

Effective immediately, Symplicity has named Bill Gerety as its new CEO. Bill is an innovative and forward-thinking leader, with deep cyber-security experience, who has successfully led technology start-ups, middle market firms, and business units within Fortune 100 companies. Furthermore, as a Major General in the US Army Reserves, he has served in positions of high trust, including serving as the chief strategist for the Army's Chief Information Officer. Bill is dedicated to building strong, client-focused teams and is someone who is 100% committed to ethics and transparency. Bill has a proven track record in technology, B2B, and education/training in the public sector and for civilian, state and local agencies. He shares my product vision and passion and has my complete confidence.

Under Bill's leadership, Symplicity's management team will continue to serve customers without disruption: Dr. Deborah Sullivan will continue to manage our higher education business and Michael Cohen will continue to manage our government business. With this committed, talented and accomplished team, there is no doubt that Symplicity will remain a trusted and reliable partner to its more than 1,500 clients worldwide.

It is important to stress that Symplicity's success is bigger than any single person, and it's certainly bigger than me. The actions I took personally in no way reflect Symplicity's business practices, or the integrity of the company's other 154 employees, many of whom come from higher education backgrounds. Critically, Symplicity will not be charged in this matter and will continue to provide its millions of users with secure, reliable platforms for effective information management without

interruption. Symplicity is a pioneer in the industry and continues to be the market leader because of the quality of its products.

Symplicity has also taken significant steps since 2012 to improve ethical training and compliance and to establish third-party oversight of our practices, as well as other measures to ensure that none of this will ever happen again.

Finally, Symplicity has named a new General Counsel – Samuel Romero Ramer. Sam, who will be joining Symplicity on May 27th, is the Senior Majority Counsel on the U.S. House of Representatives Judiciary Committee, where he serves as the Committee’s lead cyber lawyer, overseeing legislation, hearings and oversight related to cyber security, data breach, and online privacy. Sam is also a former federal prosecutor with the U.S. Department of Justice.

I am truly sorry for what I did, but I am heartened to know that the company I founded is in great hands going forward, and that all of our employees and our customers will be looked after – today and into the future.

Thank you for your continued support of the company, and for your patience and understanding in this matter. Bill will be reaching out to you soon.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ariel Friedler', with a stylized, cursive script.

Ariel Friedler