



October 21, 2011

Thank you for your business and continued support of Green Beacon Solutions. This letter is to inform you about upcoming changes to our business that may impact your company.

For many years, Green Beacon has been the leading provider of services for Onyx CRM (Consona CRM) products. Dating back to 1997, our team of CRM experts has had experience with the Onyx suite of products, spanning hundreds of clients and incorporating important business initiatives.

Over the past few years, we have seen a shift in the market place away from Onyx CRM to alternative CRM technologies, specifically Microsoft Dynamics® CRM (MS CRM). Green Beacon made a decision several years ago to focus our efforts solely on MS CRM. In doing so, we have successfully converted a number of Onyx CRM customers to the MS CRM platform. We are confident that today's offerings from Microsoft provide significant benefits to companies currently using Onyx CRM products.

As such, we have made the decision to no longer offer Professional Services for Onyx CRM. However, we will continue to provide support and enhancement services for existing Onyx CRM customers through our Managed Services organization.

What this means for you and your business:

- Green Beacon will engage with your company to support and enhance your Onyx CRM system by offering several different options of Managed Services contracts. We will no longer provide Onyx services that are outside of a valid Managed Services agreement.
- Green Beacon will engage with your company if and when you are interested in upgrading from Onyx CRM to MS CRM. Our proven experience and pre-built migration technologies not only simplify but also streamline the overall migration process to provide you with a rapid ROI.
- A Managed Services agreement with Green Beacon will be required for us to provide any type of Onyx CRM services.

Our Managed Service offerings are designed to help your company continue to receive a high return on investment from your existing Onyx CRM system. And when you are ready to take advantage of Microsoft Dynamics CRM's benefits, we are prepared to partner with you to efficiently migrate you to MS CRM.

Before the end of this year, we will contact you to discuss your needs and Green Beacon's migration and managed service offerings. In the meantime, if you have any questions or want to inquire about our offerings, please feel free to contact, Brian Miller (bmiller@greenbeacon.com, 617-485-5207) or Dane Koepke (dkoepke@greenbeacon.com, 617-485-5205).

Yours sincerely,

Benjamin A. Holtz
President & CEO