

June 3, 2010

Dear Inovia Customer,

GXS and Inovia are excited to announce that we have closed the merger of our two companies. Let me be the first to welcome you as a customer of the new GXS! This merger creates the world's premier service provider exclusively focused on B2B e-commerce and integration. We believe this merger will change and advance the B2B e-commerce industry, combining industry leaders with rich histories, unique capabilities, knowledgeable and skilled employees and strong, complementary products. Customers will benefit as their global B2B integration costs go down while their service performance, supply chain visibility and control go up.

As CEO of the combined company, it is of the utmost importance to me that your transition to GXS is seamless and smooth and that we exceed your expectations for superior customer service. One part of this transition is to ensure clear branding and product positioning to minimize any potential confusion in the market. To enable this, Inovia products and services will now be known under the brand: Inovia, a GXS Company.

With strong leadership in B2B managed services from GXS as well as an expanded customer base, Inovia, a GXS Company, customers now have access to the following direct benefits from GXS:

- **Increased network scale and efficiency.** Access to an expanded, global network of trading partners across GXS Trading Grid<sup>®</sup> and end-to-end service level management.
- **Expanded international presence.** Global reach with GXS' expansive international footprint including customers in more than 50 countries, 15 languages supported, offices on every major continent and internationalized SMB enablement options, such as GXS Intelligent Web Forms and GXS Trading Grid<sup>®</sup> for Excel.
- **Strong services-based architecture.** A wide-range of B2B services including managed file transfer, supply chain visibility and multi-country VAT/regulatory compliant e-invoicing. All of these provide powerful additions to Inovia's existing base of software and services-based solutions.

Over the past few months, GXS and Inovia have been working hard to integrate our two companies in a way that should be transparent to you. All of the services you use and enjoy today will continue to be supported and maintained. All of the means of accessing your services and Inovia support remain exactly the same following the merger. Jim Eberle, the former COO of Inovia, will be joining GXS as SVP of Inovia Integration with responsibility for ensuring a seamless transition of your relationship into the new GXS.

While integration efforts are still ongoing, please be assured that any efforts to combine overlapping services in the future will be practical and beneficial to you and will be done in consultation with GXS's customer advisory boards and user groups. It is vitally important to us that any activities surrounding our merger not disrupt customers. Any integration activity or product consolidation will be clearly communicated in advance to each customer before any changes occur. In the meantime, we welcome you to explore the full portfolio of services available from the combined company.

It is important to note that although the merger has been approved and closed in the United States, it is still undergoing approval in the United Kingdom. Until such time as the regulatory approval process is complete in the UK, GXS UK and Inovia UK will continue to compete and operate independently.

As a new and stronger GXS, we are re-dedicating ourselves to maintaining and increasing the level of innovation and service you expect and deserve as our customer. With this merger, we have expanded our resources and deepened our capabilities to confidently serve you as a trusted partner for many years to come.

To learn more about the merger please visit [www.gxs.com/inovis](http://www.gxs.com/inovis). If you have any questions, please call 1-877-446-6847 (outside US: +1-404-467-3000) or e-mail [info@inovis.com](mailto:info@inovis.com).

Sincerely,

Bob Segert  
President and CEO, GXS