

Hello, IRis Customers:

We hope you had a wonderful holiday season. We're now into a new year and that brings new opportunities!

We are happy to announce some exciting news regarding our company and service to you. On Dec. 31, 2008, Bowman Systems acquired SunCoast Custom Programming and Web Design, including all of its products and service contracts. As part of this agreement, Deb Petty, Janet Winston, and I will continue to support the IRis Software Products as staff at Bowman Systems.

You're probably familiar with Bowman Systems, but just in case you're not... Bowman is a widely respected software company who has pioneered and provided web-based products to the Social Services industry for over 10 years. Over 25,000 end users in 43 states use their products and services 24/7 to manage their I&R, case management, and homelessness management business operations.

Bowman is the provider of ServicePoint, the most widely used HMIS software in the U.S. and Canada. Over the years, many of you have expressed a desire to have IRis "talk" to your HMIS software. The merger with Bowman will make it possible for us to realize this goal as we roadmap future products and services.

We are excited about this agreement for the following reasons:

1. We share common values, vision, and passion for the Information and Referral market.
2. We feel the combination of our companies will produce greater long-term value for our customers, and the market as a whole, through an enhanced and expanded line of complementary products and services.
3. We believe this move will give us the ability to expand and grow our I&R/A products and services.

Finally, we want to assure you that the products and services you have come to depend on will not be interrupted; rather, they will be enhanced. We will contact you soon to discuss this transition in greater detail and answer any questions you may have, or feel free to contact us.

For the time being, our contact information will remain the same:

P.O. Box 11233, Charlotte, NC 28220

Tech Support/Customer Service: 800-335-8817 or tech@suncoastprograms.com

Sales: 704-525-9771 or sales@suncoastprograms.com

We look forward to our continued business relationship and the opportunity to serve you.

Sincerely,

Cathy Richie Smith

Business Development Associate

IRis Software Products / Bowman Systems

800-335-8817
