



Fujitsu-ICL Reorganization

October 20, 2000

It's always sad to see, but some of your competitors will stop at nothing to take a sale away from you. (Imagine that!) If they can't beat your product, can't beat your pricing, can't beat your reliability, and can't beat your service — well, just put some FUD around Fujitsu-ICL's reorganization and tell 'em that the best solution in the business is simply going away.

Right.

We may like to morph, but no one's walking away from a really good thing. When American, United and Delta decide that Greyhound had the right idea after all, when the New York Times becomes a division of "People" magazine, when General Motors hands the market to Ford, when the NFL gets into field hockey in a big way, when chartreuse.com sponsors a NASCAR team — *then* we'll take a second look at **ISS45** in the Dealer Market. Until then, full speed ahead.

MAGAZINE RETRACTION

There's a retail journal out of Ireland that's been widely spread around by competitors. Well, not the whole journal — just that now-famous paragraph about ICL laying off the entire retail staff and getting out of the business. (The story regarding the return of the Loch Ness monster was apparently not of sufficient interest for circulation.) But we've had an interview with their editors and they'll be publishing the correction in their next issue. About ICL, that is — they're apparently standing by the monster story as published.

NCR

Fujitsu-ICL's legal department has sent a "cease and desist" type of letter to NCR, demanding that NCR staff refrain from further spreading false and misleading information. Mr. Tony Fano, Senior Vice President of Retail, immediately responded, pledging cooperation and with a request for additional instances of the problem in order to take corrective action.

If you have suffered any known specific instances of this behavior, please document these immediately and as thoroughly as possible (persons, customers, dates, reported statements—written if possible) and return them to avanseventer@fjicl.com so we can assist Mr. Fano in his investigation.

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SOME USEFUL SLIDES

A customer recently requested an update on the Fujitsu-ICL reorganization and some of the rumors they'd been given. We've adapted the slides we used for general use — please see the attached presentation and text you can use to help your customers sleep soundly. The presentation provides a fairly complete description of Fujitsu's acquisition of Fujitsu-ICL, the subsequent Fujitsu-ICL reorganization and how it will enable our North American operation to continue to grow the **ISS45** Dealer business in the coming years.

To Your Success,

Tony

Tony van Seventer
Director: Supermarket Systems