

January 3, 2017

Dear Valued Client,

We would like to share some exciting news about how your managed network services will be evolving over the next few months.

Effective January 1, 2017, all ZenaComp Network Support Services employees and clients have been welcomed to the Applied Imaging family. Applied Imaging will continue to provide a spectrum of IT products, managed services, time and material support, and project-based professional services from **NetSmart** an Applied Imaging Company.

ZenaComp will continue to provide its Software Solutions clients with custom software/database and website services.

Applied Imaging, Michigan's premier office technology dealership, has been in business 30 years and is excited to expand our IT service offerings with the addition of ZenaComp.

In addition to offering managed network services, Applied Imaging is an authorized dealer for Ricoh, Canon, HP, Kyocera printers, and Océ high volume production print systems. We also have expertise in Enterprise Content Management, from OnBase and other major software companies, and provide in-house programming to help integrate software or implementation for customized document imaging workflows. We can truly be your one-stop-shop for office technology needs.

The only change in the relationship you have with ZenaComp Network Support Services will be the name it operates under. **NetSmart** will offer the same service that has been provided by ZenaComp. The contact phone number has not changed: (248) 536-3000.

As ZenaComp Network Support Services integrates with Applied Imaging, existing ZenaComp Network Support Services clients will now enjoy the benefit of having additional resources available from Applied Imaging's **NetSmart** brand. With this acquisition, Applied Imaging will have 27 individuals devoted to supporting IT network infrastructure. These **NetSmart** IT engineers have the capability to repair or resolve most issues remotely, often before your employees experience a problem. As a result, your team will be unleashed to work within their core competencies, allowing your company to be more productive.

We are very excited to have your company as a client and look forward to delivering the best in service and support. Applied Imaging has won the National Best and Brightest Companies to Work For in 2016 and the Metro Detroit Best and Brightest Companies to Work For in 2016. We were also recognized as the 2012 Michigan Small Business of the Year by the U.S. Small Business Association. If you have any questions or experience any interruption in your service, please feel free to contact **Peggy Feltner at (248) 821-7697** or **John Lowery, President of Applied Imaging at (616) 971-0112**. For more information about NetSmart please visit us at www.netsmartai.com.

Once again, we thank you for your patronage and look forward to seeing you in the near future.

Sincerely,



A handwritten signature in black ink, appearing to read "Mark Lichtman".

Mark Lichtman
President

A handwritten signature in black ink, appearing to read "Peggy Feltner".

Peggy Feltner
Executive VP



A handwritten signature in black ink, appearing to read "John".

John C. Lowery
President