

## PowerManager Client FAQ

### **Q: *Why did PowerManager select Harris Computer?***

**A:** PowerManager is successful because of the longstanding commitment to its clients and team members. Knowing that Harris has a long and successful history of keeping companies running smoothly was a key factor in their selection of Harris. Harris offers PowerManager and its valued clients the high-quality management and long-term financial stability necessary for PowerManager ongoing support, services, growth, and innovation. This change provides assurance for our enduring stability and the continuation of the PowerManager product line for many years to come.

### **Q: *Why did Harris Computer acquire PowerManager?***

**A:** The primary reasons that Harris acquired PowerManager are:

1. You, the PowerManager clients. The loyal, long-term clients and partners who are invested in PowerManager can now rely on Harris to work with you in understanding the challenges and changes going on in your world. Harris sees great value in these relationships and the partnerships that have been created over the years. You are valuable partners who we will share mutual success with for many years to come.
2. The PowerManager team members. They are dedicated, loyal, experienced and have tremendous knowledge. As a software company, Harris knows that our value is derived from our team members — they create the solutions and deliver the support and services necessary to build and grow great, long-term relationships.
3. The PowerManager solutions. PowerManager product portfolio is proven, reliable, stable, feature rich and supports the Harris goal of enabling our clients to better serve their customers. We firmly believe that PowerManager provides us with a great foundation for future growth in mission critical software.

### **Q: *Why is the Harris-PowerManager merger good for me?***

**A:** There are many reasons why you should be excited about our merger with PowerManager, including:

1. As part of a financially secure and publicly traded company, Harris delivers long-term confidence and stability for all PowerManager clients for decades to come.
2. Harris does not sell or divest the businesses it acquires — so PowerManager, its team members and clients have a permanent home with Harris.
3. Harris is committed to our clients for the long haul with more than 10,000 local government, public safety, school, healthcare, and municipal utility customers.
4. The size and scale of Harris and its parent, Constellation Software, provides a solid foundation for future expansion and growth.

### **Q: *Who is Harris Computer?***

**A:** Harris is a software company focused on providing software solutions that empower people who serve their communities. We currently do this in utilities, local government, schools, public safety, and healthcare. We are a company focused on enabling our clients to deliver essential services, safety and care to the citizens they serve. For more information on Harris please visit our website at <http://www.harriscomputer.com>.

**Q: *Will Harris Computer stop selling or supporting any existing PowerManager products?***

**A:** No. All products will continue to be offered and supported. We do not anticipate any product strategy changes; we are committed to the existing product roadmaps as well as all client commitments.

**Q: *Will my payment details change?***

**A:** Yes. The bank account for PowerManager will change. A member from the Harris finance team will notify your AP team to provide them with new details. The legal entity that owns the bank account you are provided may be different than the PowerManager, but will also be a subsidiary of Harris Computer Systems.

**Q: *If I have a current implementation or project in progress. Will this change impact me?***

**A:** No. PowerManager implementation and project resources will continue. Your project contacts remain the same, so please feel free to reach out and talk to them. There are no changes to our timelines or commitments as a result of the acquisition.

**Q: *Will I be forced to upgrade or change my software application?***

**A:** No. Harris will continue to develop, sell, implement, and support your existing PowerManager solutions. We will meet all contractual commitments and continue working in a manner that supports our existing long-term relationship and your continued success.

**Q: *Does anything change with access to support?***

**A:** No. Please continue to contact support in the same way you always have and expect to receive the same great service from our knowledgeable staff of dedicated and experienced employees.

**Q: *Will there be any change to my contractual relationship with PowerManager?***

**A:** No. The acquisition does not require any assignment or transfer of any contracts – it is business as usual for PowerManager and its many clients.

**Please do not hesitate to contact us for more information and ask any questions that you may have. Harris and PowerManager are committed to your success and continued partnership. We look forward to working together and building upon our relationship for many years to come**