



November 19, 2020

Dear Valued Customer,

This letter is to inform you of an important change with the Syncade™ Logbooks and DeltaV™ Logbooks products.

On December 1, 2020, Emerson Automation Solutions will begin a transition of the Syncade Logbooks and DeltaV Logbooks products to Informetric Systems, Inc. As a trusted Emerson Alliance Partner, Informetric is uniquely qualified to create and develop new product enhancements, as well as to fully support existing customers.

Informetric was established in 1997 and is a leading provider of data collection and reporting applications. They have been an Alliance Partner with Emerson for many years, providing the InfoBatch™ flexible manufacturing reporting suite and AgileDoc® lifecycle document generation.

With this transition, Informetric will rebrand the existing Logbooks products from Syncade Logbooks and DeltaV Logbooks to an Informetric brand. Informetric currently offers their InfoLog™ electronic logsheet application. More information will be provided by Informetric in the coming months about the release of the rebranded products.

Beginning June 1, 2021, Informetric will assume support responsibilities for the existing Logbooks products. Please refer to the attached FAQ document regarding the specifics of the support transition. Informetric has a comprehensive development, test and support staff in place who will provide the same high level of product and lifecycle support you expect.

Questions about this product transition should be directed to your local Emerson service provider.

Sincerely,

*John Nita*

John Nita  
Vice President, Emerson Lifecycle and Performance Services

*Bob Engel*

Bob Engel  
Chief Executive Officer, Informetric Systems