ENVISI⬤NWARE®

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July 23, 2018

Mr. Matt Clobridge
Technology Management Administrator
Durham County Library System
101 W. Morgan St.
Durham, NC 27701

Dear Matt:

This letter is written to clarify certain facts regarding EnvisionWare solutions.

EnvisionWare is the developer and sole company with access to source code for the following products:

- EnvisionWare Suite™, which includes LPT:One™ print management and PC Reservation® time/access management software. Products you already own.
- OneStop™ self-service circulation software
- EnvisionWare eCommerce Services™, which facilitates self-service and staff payments via credit card, and self-service payments via a deposit account and cash vending devices.
- EnvisionWare Branch Manager™, which facilitates the item alerts from your existing EnvisionWare security gate systems. You already own this product. This product also enables email receipts and Help functionality on the OneStop™ software.
- There are numerous other products that fit this category, but these are the products that address the current and existing needs of the Library.

Unique to EnvisionWare, OneStop was created as a unified self-service platform that could combine self-checkout, check-in, and account query; computer reservation; fine/fee payment; print release and payment; copy payment; and account deposits on a single platform that can share expensive computer hardware and payment devices across multiple applications. There is no other solution like it because there is no other company that creates and controls all of these solutions. This is exclusive to EnvisionWare.

Since EnvisionWare controls the source code and access to APIs, no other entity has access to EnvisionWare's protocols, which means no other company could replicate these capabilities with EnvisionWare applications.

EnvisionWare engaged with Horizon over more than a decade to create interoperability capabilities that would enhance public services. These unique developments include Enhanced SIP2, which was introduced to the library community by EnvisionWare in 1999.

The Horizon implementation of EnvisionWare's Enhanced SIP2 extensions supports:

- Delivery of patron type, used by PC Reservation and LPT:One for access rules and filtering control
- Itemized Fine Protocol, used to deliver detailed fine/fee information to EnvisionWare's ecommerce system for Polaris called Polaris Enterprise eCommerce
- Integration, including single sign-on, of a customizable web payment solution that seamlessly operates with the OPAC.

These solutions are created, sold, developed and supported solely by EnvisionWare.

Please let me know if you have any further questions.

Sincerely,

Michael J Monk
CEO
EnvisionWare, Inc.