# IPRO ACQUIRES ZYLAB
## CUSTOMER CONFIDENTIAL Q&A

IPRO is continuously evolving, expanding the overall value and scope of the technology we provide to our clients. As such, we are constantly evaluating strategic partnerships, but not many candidates end up being a great match. As we spent time analyzing ZyLAB's transformational technology it quickly became clear that we could accomplish more by bringing both organizations together.

ZyLAB is widely recognized as the industry's most advanced Legal Hold SaaS provider. This acquisition allows IPRO to integrate comprehensive Legal Hold automation workflows as part of our product portfolio. Combining ZyLAB's hold-in-place capabilities with IPRO's search-in-place functionality aligns perfectly to IPRO's "Upstream Thinking" - adding powerful governance controls, and faster insights across all unstructured data sources.

But this is about much more than just ZyLAB's phenomenal Legal Hold capabilities. In the coming months, expect to see some dramatic improvements to IPRO's core analytics. This will be the result of incorporating ZyLAB's impressive set of patented software engines covering multi-lingual data enrichment, transcription, NLP extraction, and machine translation.

With ZyLAB, the combination of technology, customers, geographic location, talent, and especially our similar company cultures made this merger a perfect fit. We are looking forward to providing our combined clients with the most complete, cost-effective, and friction-free solution for managing Information Governance, eDiscovery and Legal Operations.

**WHY NOW?**

"Timing is everything" the saying goes. One of the most direct impacts of the pandemic was the acceleration of digital transformations across regulated industries. This substantial "Lift & Shift" of unstructured data was accompanied by a rapid (and often unchecked) adoption of new ways to create, share, and store enterprise data in the cloud. Information Governance and eDiscovery are now just catching up with this massive changeover.

IPRO felt it should have a stronger presence in Europe to better assist its international clients meet their Governance, Compliance, and eDiscovery obligations. ZyLAB's active participation and leadership in helping establish the EU's strict data privacy laws made this merger a natural extension of our mission to help organizations develop and deploy globally effective policies, processes, and technology.

## Q&A – FOR IPRO CUSTOMERS

### WHAT IS THE TIMELINE FOR INTEGRATING THE ZYLAB PRODUCTS?

Our focus will be on delivering fully integrated solutions during the 1st quarter of 2022. However, ZyLAB's standalone Legal Hold solution is available immediately to all IPRO clients.

### DOES THIS CHANGE THE OVERALL IPRO PRODUCT ROADMAP AND PRIORITIES?

Yes and no. We are committed to delivering the short-term feature enhancements already announced. However, we are constantly looking at and revisiting roadmap items based on feedback from clients and partners. Post-acquisition, we may adjust long-term product capabilities accordingly.
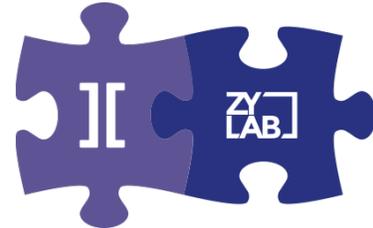
### IS IPRO SHIFTING AWAY FROM THE "RIGHT SIDE" OF EDISCOVERY?

No. Our focus is not on the left or right side of the EDRM. We want to offer solutions across the entire process from IG and EDA to production and trial preparation. Our mission remains clear, to do more upstream, with the goal of helping customers understand their data and use that data effectively. We believe that Better Governance leads to Faster Insights, resulting in Smarter eDiscovery.

BETTER GOVERNANCE | FASTER INSIGHTS | SMARTER DISCOVERY

## WHAT WILL HAPPEN TO THE ZYLAB BRAND?

As demonstrated during the successful acquisitions of InData (2017) and NetGovern (2020), IPRO is not in a hurry to swap out logos or names. In existence since 1983, ZyLAB is a well-recognized and trusted brand. We will make it clear on our respective websites that ZyLAB is now a part of the IPRO global family with teams in the United States, Canada, Germany and now The Netherlands. For everything else, our clients should expect a very gradual and thoughtful transition of brands and product names.

## WILL ZYLAB PRODUCTS CONTINUE TO EXIST "AS-IS"?

ZyLAB products will continue to exist in their current form for an extended period. Mid-term, the development team will remain focused on delivering the product features that were already announced to clients. As expected, the ZyLAB product roadmap will include a tighter integration with the IPRO applications thereby providing the capabilities to dynamically preserve data in-place or automatically archive it when creating a Legal Hold.

## HOW WILL THIS IMPACT THE ZYLAB ORGANIZATION?

Our plan is to continue growing the size of our company. So, it is possible that you will get to work with new service managers and product experts as we increase the size of newly combined team, adding resources in customer success, training, and support.

## WILL MY DATA CONTINUE TO RESIDE IN ITS CURRENT LOCATION?

Yes, due to security risks, privacy regulations and many other reasons, all data will stay as is. We will keep data within regions separated and only shared/operated by teams within that region, with the properly documented supervision, approval, and requests from our clients. IPRO has many other EU clients and has processes in place to ensure their data also stays private. Both companies are fiercely committed to your security and privacy as evidenced by multiple ISO and SOC certifications.

**WILL I CONTINUE TO BE ABLE TO COMMUNICATE IN DUTCH?**

Of course. Our plan is to be a global company that thinks and acts locally.

**DO YOU ANTICIPATE CHANGES IN SERVICE LEVELS?**

Only if it benefits our customers.

**WHO DO I CALL IF I HAVE CONCERNS?**

Your current Sales or Account Manager continues to be your main point of contact.