



What Documentum Means to EMC and Our Customers

An Open Letter from EMC President & CEO Joe Tucci

[undated, 14 October 2003]

The union of Documentum and EMC will join two technology leaders to deliver great customer value. Together, the leading provider of enterprise content management software and the market leader in information storage management will enable organizations to achieve information lifecycle management for their vast volumes of unstructured data.

Bringing structure to the unstructured world

Unstructured data — everything from electronic documents such as Web pages and spreadsheets, to medical records and audio/video content — represents the vast majority of enterprise information today. This content is only getting richer, denser and hungrier for more storage and information management capabilities.

Powerful software functionality from Documentum and EMC will give customers valuable information about this type of data across the enterprise — so it can be classified, managed and then migrated to the optimum storage resources automatically, at the right time in the information lifecycle, in order to achieve the right service level at the lowest possible cost.

Becoming the ultimate information lifecycle management company

Along with EMC's pending acquisition of LEGATO Systems, the acquisition of Documentum is another step in EMC's evolution. Our mission is to become the ultimate information lifecycle management company. Today, Documentum's content management solutions are extremely complementary to data management solutions from LEGATO and EMC. As they become further integrated, these solutions will deliver unbeatable value.

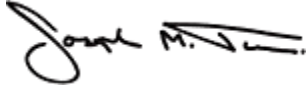
EMC, Documentum and LEGATO have achieved a combined total of more than \$2 billion in software license and support revenues in the most recent 12 months. People ask me if this means EMC is really becoming a software company. The correct answer is to think of EMC as the one company that offers the best choice of comprehensive information storage solutions for the widest range of customer needs.

An outstanding win for both companies

Documentum will accelerate EMC's movement along a road taken in 2001, when we announced the separation of EMC open software from our storage platforms business. That decision gave EMC software developers the freedom to create the industry's best software to manage multi-vendor storage environments.

Like the acquisition of LEGATO, this acquisition will be a terrific plus for both companies' customers, partners, stockholders and employees, joining Documentum with a market leader with the most compelling vision for the future of information management.

Sincerely,

A handwritten signature in black ink, appearing to read "Joe M. Tucci". The signature is fluid and cursive, with a long horizontal stroke at the end.

Joe Tucci
President & CEO
EMC Corporation