



6/22/2018

RE: Final discontinuation communication from Olympus regarding the EndoWorks® Platform

Dear Valued EndoWorks User,

This letter is to confirm the final discontinuation of the EndoWorks software platform as of March 31, 2018. Olympus would like to thank you for your support during the last 29 years of the EndoWorks life cycle.

Olympus will continue to partner with our preferred vendors gMed™, a Modernizing Medicine Company and ProVation® Medical. In addition to the above, Olympus also provided Cerner Corporation with rights to the EndoWorks Data Extract Tool for data migration.

For those users who would like to connect directly to an EHR, customers can consider the Olympus Knowledge Exchange System (KE). The KE Enhanced Connectivity modules (KE-DICOM and KE-HL7) receive patient scheduling and demographic information from an EMR or PACS system then move captured images from the CV-190 tower directly to an archival location. For more information on KE please your local Endoscopy Account Manager or visit:

www.medical.olympusamerica.com/KnowledgeExchangeSystem.

Confirmation of End Of Sales, Installation and Onsite Support

At this time, Olympus has ended all EndoWorks sales and installation activities. Purchase orders for EndoWorks hardware or software will no longer be accepted. Olympus will no longer offer onsite support services including installation, database/hardware repairs, patches, upgrades, in-services and training of facility staff.

Continued Technical Assistance Center (TAC) Support

As previously communicated, Olympus may in its sole and absolute discretion, provide limited, but reasonable efforts to troubleshoot the EndoWorks software via TAC phone support. Olympus reserves the right to charge for such activities. Customers should expect that issues related to EndoWorks may remain unresolved.

Olympus will no longer support the following list of services after March 31, 2018 through its TAC phone support:

- Remote support: all IT connections between Olympus and facilities will be terminated for the EndoWorks product. All other Olympus products that are connected and entitled will remain on remote support.
- Database repairs: Olympus will not perform repairs, either onsite or remotely, should the EndoWorks database become unstable, corrupt or crash.
- KB customizations: Olympus will not fulfill requests to create new templates, add new terminology for GiQuIC registries or create custom reports for other reporting requirements.

If you would like further information, please contact your local Olympus Endoscopy Account Manager.

Thank you for your continued support.

Sincerely,

Olympus America Inc