

IBM Mindspan Solutions

PO Box 31755, Salt Lake City, Utah 84131-0755

September 28, 2000

Mr. John J. Sample
President
DIRECTECH, INC.
450 Bedford Street
Lexington, MA 02420

Dear Mr. Sample:

Today, the lifecycle of technical competency is measured in months. Ideally, employees should invest 20% of their time improving their skill set. But despite the recognition that employee training is a strategic imperative, IT training departments are often challenged by the lack of resources to efficiently deliver distributed learning and manage learning programs.

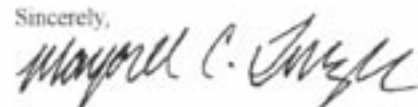
Shorter upgrade cycles, the fast pace of technology change and higher employee turnover means you have to achieve more — faster. Many companies — seeking to increase productivity and cut costs — are driving training and learning **online**.

Over the next two years, the growth of online learning — or e-learning — will reach 90% a year as enterprises rapidly exploit the latest offerings of high-quality e-learning. Today, e-learning has matured into an unparalleled platform — combining self-paced, collaborative and real-time capabilities into a single platform that can reach across your entire organization. Integrated with your traditional classroom training, e-learning will expand your training to a whole new level of effectiveness.

Experience an e-learning solution for yourself at the site IBM and Lotus developed especially for you. You will find examples of self-paced courses and scheduled online seminars. The next seminar — the first in a continuing series — **Maximizing Training Strategies: How E-learning Boosts IT Training Effectiveness** — will be presented in real time on **October 19, 2000 at 1:00pm EDT**. To register, contact us at www.lotus.com/trainanywhere. * The following reservation code 1234567890-LT will be requested at registration.

Join your peers at the online seminar designed to keep IT training managers like you on the cutting-edge of e-learning.

Sincerely,



Marjorie Tenzer
Vice President, Lotus North America Marketing

P.S. Attendance is limited. Register today at www.lotus.com/trainanywhere to participate in our online seminar on **October 19, 2000 at 1:00pm EDT**.

* If you need assistance, please call us at 1-800-759-8599 and we will take you through the process.

