

Dear Valued Customers,

When I joined ArisGlobal in 2017, I assumed leadership of an organization that I felt had boundless opportunity ahead of it. I believed that we had the potential to create a truly special platform, built for the cloud and driven by innovation, that would improve the lives of patients and provide an exceptional experience for our customers. Now five years into my time at ArisGlobal, I am humbled by the momentum that we have generated while working toward this mission.

NORDIC CAPITAL

When Nordic Capital became our majority shareholder in 2019, we felt that there was no better partner to help ArisGlobal execute its mission and reach new heights as an organization. Over the past two years, we have gained valuable expertise, insights and talent from them. Today, as we begin our next chapter as partners, I am happy to announce that Nordic Capital has committed to an additional investment in ArisGlobal with the goal of further accelerating the growth of our company and progressing us toward becoming the most customer centric organization in our industry.

As we begin this new chapter, I am excited to outline a few areas that we are focusing on to accelerate our transformation and deliver a best-in-class customer experience:

Executive Team

One of the most important success factors in building for scale is making sure we have the right organizational structure and appropriately scoped leadership responsibilities. Within the last six months, we have added deep leadership experience in our Commercial, Product Management, and Technology organizations.

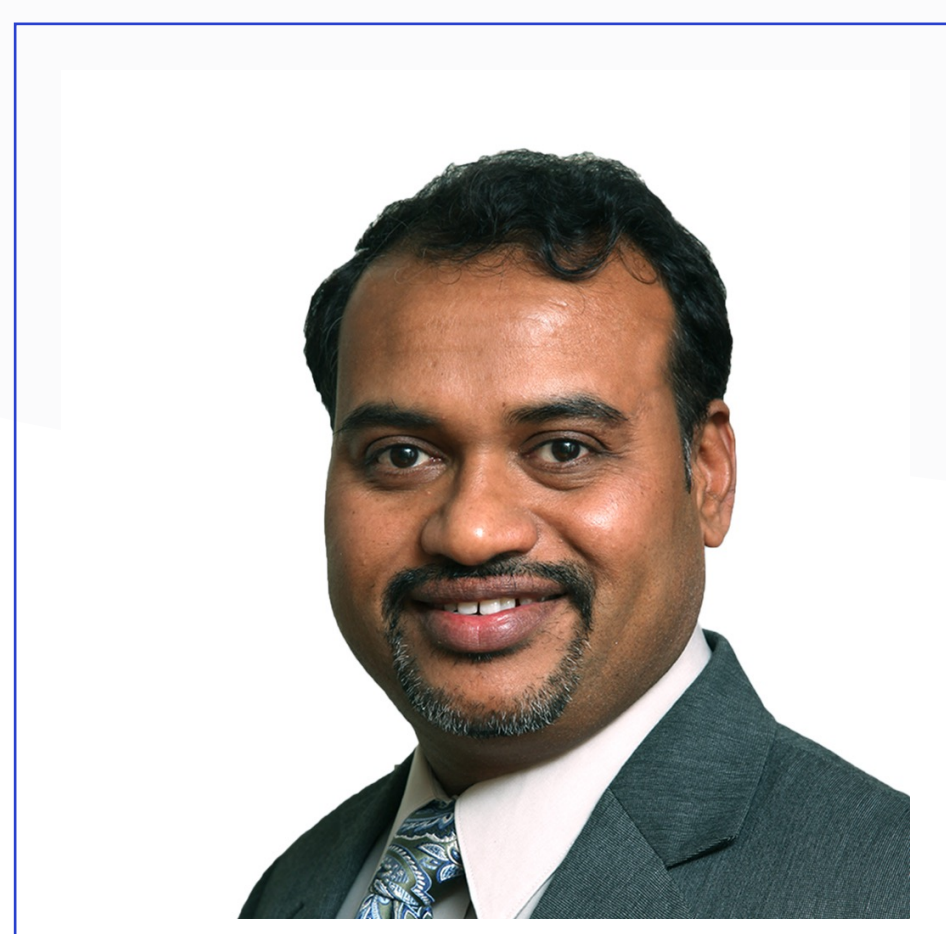


Steve Nuckols joined us in late 2020 as Chief Revenue Officer, based in Charlotte, North Carolina. He most recently served as EVP & CCO of ERT, a leading data & technology company supporting Life Sciences & CRO's in clinical drug development, also backed by Nordic Capital.



Pat Jenakanandhini, Chief Product Officer, based in Boston, Massachusetts, was also a new addition in 2020. Prior to ArisGlobal, Pat served as Senior Vice President of Products at Accruent and Chief Technology Officer at BlueCielo, both successful SaaS companies.

In a short amount of time, these new additions have driven a measurable impact that we hope is immediately noticeable to our customers.



Anyone familiar with ArisGlobal will know that **Ashok Katti** has been a vital part of our Executive Team for many years. Ashok has been managing a broad scope of leadership responsibilities, covering Engineering and Development, as well as Asia Pacific Operations.

As we build for scale, I would like to announce that we have split the APAC operations role and Engineering responsibilities. Effective immediately, Ashok will head APAC operations, working as President, APAC, while we onboard a new Chief Technology Officer to manage the Engineering, Cloud, and Customer support organizations.

As President, APAC, and a valued member of the ArisGlobal Executive Team, Ashok will develop and implement growth strategies, improve performance, and drive efficiencies, while supporting our talent attraction, development, and retention strategies. I am exceedingly confident that, with Ashok's immense leadership capability and expertise, ArisGlobal's teams in India will continue to propel the company forward.

Executive Team



With Ashok turning his full attention to operations, we have invested in additional leadership capability to help us scale in Engineering, Product Development, and Technology. I am happy to announce that we have welcomed our new Chief Technology Officer, **John Landy**, who joined us on May 18th and is based out of the Boston, Massachusetts area. Most recently, John was the CTO of Sovos, a global SaaS provider that grew 200% in his 5 1/2-year tenure leading Product Development, Cloud Operations, and Security. Prior to Sovos, John was the CTO at Intralinks, a provider of secure cloud workspaces serving the M&A market as well as offering products in Life Sciences for Study Startup and Safety Document Distribution

John is a creative, results-driven SaaS technology leader with over twenty-five years' experience solving business problems with innovative solutions. He has successfully defined a strategic technology vision and managed its execution, while partnering with global business stakeholders. A people-focused leader, John will ensure that we continue to attract and retain world-class technical talent as we grow the LifeSphere platform.

Product Excellence and Innovation

In addition to the above, Nordic Capital's recent investment will be leveraged for research and development, with a focus on delivering innovation across the LifeSphere portfolio of safety, clinical, regulatory, and medical affairs solutions. We will maintain a steadfast commitment to our end-to-end platform strategy, with a deep focus on pioneering automation, AI and analytics use cases. We are adding new members to our product team to ensure that we consistently seek voice of customer in every idea we consider, validate, design and ultimately deliver. Coming soon, we will be launching a customer idea portal where we would invite you to submit ideas, vote on others, discuss with industry peers.

Customer Success Team

I am pleased to announce another key initiative that was launched in 2020 and is a central component of our customer-first evolution: our Customer Success team. A global team with members across the US, Europe and APAC, our Customer Success Managers provide a single operational point of contact for our customers. The Customer Success team has a five-fold mandate:

- 1 Drive high customer satisfaction
- 2 Act as an internal customer advocate
- 3 Enable faster response times
- 4 Ensure alignment of ArisGlobal's internal teams in responding to customer needs
- 5 Augmenting the technical support that is provided by our Global Customer Support team.

Ultimately, this team's goal is maximizing the ROI that our customers receive from our products, and we sincerely hope that you have felt a positive impact from their efforts thus far.

Customer Support Team

In addition to our Customer Success team, we are excited to launch our US-based customer support division. As of May 17th, ArisGlobal Global Customer Support (GCS) has a team based at our corporate headquarters in Miami, Florida. This team will be available during US business hours to augment our 24-hour team based in India. Further, we will continue to build out our "follow the sun" Customer Support team, with hiring already underway to launch our European team in Summer 2021. We are confident that these investments will contribute to a superior customer experience and we look forward to hearing your feedback.

Global Engineering Capabilities

Similar to our Customer Success and Global Customer Support teams, we are expanding our Engineering and Product Delivery organization with the addition of global engineering and development teams located in Europe. As a fast-growing SaaS company, this regionalized development model will further enable us to scale and deliver world class products to our customers. We are excited to announce more on this as we move into the second half of 2021.

Our Vision, Mission and Values

Finally, since its founding 30 years ago, ArisGlobal has always been a mission-oriented company. However, given the significant transformation that we've seen across the company, we felt that it was the right time to recalibrate our company vision, mission and core values to align them more closely with the common cause of the life sciences industry. We are a company that is focused on innovation for the sake of improving patient lives and we sought to codify that in a series of definitive statements:

Vision

We pioneer innovations to elevate life sciences and benefit humankind.

Mission

To build an intuitive, intelligent, and unified technology platform that transforms global health.

Of particular importance are our refreshed corporate values, which provide all our employees with clear guidelines for how we act as an organization. We are committed to further instilling a customer-first mentality and maintaining our commitment to innovation, accountability, and positivity.

Values



Exceed Customer Expectations

Our standard is excellence. We believe that high performance and attention to detail create customer success.



Move with Agility

We're seasoned innovators, quickly turning ideas into solutions, and moving with a sense of urgency to deliver results.



Operate with Integrity

We take accountability, act responsibly and hold ourselves to the highest ethical and professional standards.



Elevate Each Other

We foster a positive work culture through respect, open collaboration, and constructive feedback.

As you know, nearly two years ago Nordic Capital made a significant investment in our company. That investment was not only a strong validation of the many things we had achieved at that time but, just as importantly, it was a validation of our shared belief in the company's untapped future potential. Over the past 20+ months, we have been on a remarkable transformative journey, working hard to realize that untapped potential. This is a truly exciting time for ArisGlobal, as we're now positioning the company to rapidly scale over the coming years.

I would like to thank all our customers for their continued support and partnership. We are on a journey that will take us to new heights, and we are honored to be able to share that journey with you. For any questions or comments on the above, please reach out to your dedicated Customer Success Manager who will be happy to support.

Sincerely,

Sankesh Abbhi



Sankesh Abbhi
President and CEO
ArisGlobal