

Legal entity restructure customer FAQs

October 2023



FAQs – Customers

Question	Answer
What entities merged and what was the timeline?	<ul style="list-style-type: none">• This merger only applies to US legal entities.• We renamed Archibus, Inc. to Eptura, Inc. on Nov. 21, 2022.• On Dec. 31, 2022, we merged the following US entities into Eptura, Inc.:<ul style="list-style-type: none">• Condeco Software, Inc.• Serraview America, Inc.• iOffice LP• SpacelQ, LLC• ManagerPlus Solutions LP• Teem Technologies, LLC• On Jan. 31, 2023, Proxyclick, Inc. merged with Eptura, Inc.
How are contracts with the merged entities affected?	<ul style="list-style-type: none">• Existing contracts with the entities listed above were assumed by Eptura, Inc.
Does anything change for non-US entities?	<ul style="list-style-type: none">• We updated the names to reflect Eptura as previously communicated in November 2022.• We did not make additional changes or consolidations which affect our non-US operational companies at this time.

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How has billing changed?	<ul style="list-style-type: none">• The name of billing entity changed to Eptura, Inc.• The frequency and terms did not change. Please refer to invoices for bank and remittance information.
What actions do we need to take?	<ul style="list-style-type: none">• Please update your internal systems to reflect Eptura, Inc.
Do we need to assign or novate any contracts?	<ul style="list-style-type: none">• No, not in this case. Because Eptura, Inc. assumed the rights and obligations of all merged entities as a result of the merger (“by operation of law”), it is not necessary to novate or assign any contracts.• If you have questions about assignment or novation, please contact your Eptura partner account representative.
How do we obtain an updated W-9 or a merge certificate?	<ul style="list-style-type: none">• Access documentation, including the Eptura, Inc. W-9 form and entity merge certificates, on our Knowledge Base.

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Did this affect the security posture and certifications we evaluated from the original entity?	<ul style="list-style-type: none">• Nothing has changed from an operational standpoint. This does not impact the security posture and certifications you evaluated from the original entity with which you contracted.• Teams, processes, and standards all remain the same.
Why did Eptura merge these entities?	<ul style="list-style-type: none">• Consolidating our legal entities helps us reduce complexity, which will ultimately enable us to provide you with a more consistent experience, enhanced product offerings, and elevated support.
When did these changes take effect?	<ul style="list-style-type: none">• Changes are legally effective as of Dec. 31, 2022 (except Proxyclick, Inc., which is effective as of Jan. 31, 2023).• We updated templates in our systems the week commencing Jan. 9, 2023, and you will now see these updates reflected in our documents.
Are there any changes to the renewals process?	<ul style="list-style-type: none">• Your renewal is under the new entity. Please update your records to reflect Eptura, Inc. You can find our standard terms online at eptura.com/terms/tos. If you would like to make changes to your agreement at renewal such as adding licenses, please work with your account representative.

Thank you

