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Subject: RSI CEO Open Letter To Our Macintosh Customers  
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RSI CEO Open Letter To Our Macintosh Customers  
October 16, 2001

As CEO of Research Systems Inc., I would like to clarify our recent announcement regarding our discontinuation of support for the Macintosh platform, specifically Mac OS X, and respond to many of the concerns being raised by those affected. Let me begin by apologizing for the roundabout method that this announcement was communicated. Our plan was to mail a letter to each customer with our new IDL 5.5 release, which is on its way right now. However, due to unexpected delays from our mailing house, these were delayed and some information appeared inadvertently on our Website before the letters were received. Our intent was never to not directly inform our customers of this important change or to try to "hide" this information. We know this change in our platform support policy is deeply distressing to some of you and creates some problems for you and your research activities. For this we are truly sorry.

We believe the Macintosh platform and the new Mac OS X operating system are excellent and important technology. We also understand the special importance the Mac has to its users. We have a strong relationship with Apple and have been committed to supporting the Mac since the inception of IDL on that platform 8 years ago. We were eagerly anticipating the benefits of the new Mac OS X functionality for IDL and had invested significant money and resources into its development. Unfortunately, the realities of business don't always go the way you want them to or even the way of doing the "right thing".

Despite our best intentions and commitment, the hard facts of our revenue from the Mac platform combined with the high cost of supporting OS X with a separate code base led to the decision that going forward with the Mac OS X release would not only be unprofitable for RSI, it would jeopardize the quality of support for our core platforms. As much as we would like to provide this release to our customers we would not be acting in a responsible manner of sustaining a viable business for our customers and shareholders.

We are currently evaluating the possibility of providing support in IDL for both a Mac Classic format (OS 9 running on OS X) and/or a native Unix/X-Windows implementation on Mac OS X. Once we have determined the feasibility of each of these options we will let you know what we can do going forward.

For our customers who are currently on maintenance, we will honor your maintenance contracts and allow you to transfer your IDL Mac licenses to one

of our supported platforms at no charge. Please contact your maintenance reps for information and assistance in doing this. They can be reached at [info@rsinc.com](mailto:info@rsinc.com) or 303-786-9900.

I want to also address other questions that have been raised by you regarding this announcement:

- This decision was not due to Kodak's acquisition of RSI. They were completely uninvolved in the decision-making process.
- RSI is not dropping IDL development. It will remain a critical part of our product offering for years to come.
- We conducted a thorough examination of our Mac installed base and the prospective OS X market and are aware of the potential for growth of the Mac platform due to OS X.
- We will follow the success of Mac OS X and if Apple's market share does increase significantly within our potential customer base to the point that supporting it would be financially feasible for us, we would be willing to consider re-adopting support for the Mac.
- We have communicated with Apple during our decision process and will continue to do so.
- We cannot distribute, even in beta form, the IDL OS X code that has been developed due to licensing issues.

I hope that I have been able to answer some of your questions and to help you understand what our thought process was in this matter. If you have any additional questions for RSI, please direct them to our PR Manager, Matthew Powell, at [mpowell@rsinc.com](mailto:mpowell@rsinc.com) or 303-413-3906.

Thank you.

Respectfully,  
Mike Scally  
CEO & President  
Research Systems Inc.

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