

FREQUENTLY ASKED QUESTIONS (FAQs) FOR PRESAGIS CUSTOMERS

What is occurring with the Embedded Graphics business?

- We have elected to sell the Embedded Graphics (EG) business, and have reached a purchase agreement with TXT, based in Milan, Italy.
 - TXT is an international IT Group, end-to-end provider of consultancy, software services and solutions, supporting the digital transformation of customers' products and core processes. With a proprietary software portfolio and deep expertise in vertical domains, TXT operates across different markets, with a growing footprint in Aerospace, Aviation, Defense, Industrial, Government and Fintech.
 - Under TXT ownership, the EG product line will continue to develop and grow.
 - Read the press release: <https://www.txtgroup.com/news-events/news-press-releases/txtpresagisembeddedgraphics>

What products are included in the EG business?

- The EG product families (including all derived products) are the following:
 - UA Accelerator
 - UA Emulator
 - VAPS
 - VAPS QCG
 - VAPS XT
 - VAPS XT-178 and Cert-Kit
 - VAPS XT ARINC 661

What is occurring with the remaining Presagis business?

- Following careful consideration and a strategic review of the remaining businesses within Presagis, CAE has made the decision to integrate Presagis products and capabilities into the CAE parent company organization.

What will happen to ongoing contracts/agreements/licenses with Presagis customers?

- Presagis remains firmly committed to fulfilling all current contractual obligations, including continuing to provide both product and maintenance support to existing customers.
- Activation of licenses purchased before September 30, 2023, remains possible through July 2024.
- Contracts and agreements related to the EG group will be transferred to TXT. The completion of the transaction with TXT is expected in the third quarter of 2023.

Will Presagis modeling and simulation customers be able to buy runtimes for deployment needs and solutions?

- The option to buy runtimes is available until September 30, 2023.
- Activation of those licenses purchased before September 30, 2023, remains possible through July 2024.

I currently have a signed maintenance agreement for a Presagis software product, how long can I expect to receive customer support for my product?

- Presagis and CAE remain firmly committed to fulfilling all current contractual obligations, including continuing to provide both product and maintenance support to existing customers.
- As such, you can expect customer support to continue until your current contract expires.

Who should I contact for my basic product support needs? Do we continue using support@Presagis.com or licensing@Presagis.com?

- Customers needing support should continue to use the same email addresses as they have in the past: support@Presagis.com or licensing@Presagis.com.
- For account information please reach out to your sales representative.

Will the Presagis Customer Support portal still be available for all my product needs including my documentation and training needs?

- The Customer Support portal remains available for all your support needs.