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**docSTAR™ Acquires DocuLex Document Management  
Product Suite from Protected Trust LLC**  
*Targeted Acquisition Improves docSTAR's North American Market Share*

docSTAR, a division of Astria Solutions Group LLC, a recognized leader in cloud and on-premises enterprise content management (ECM) software with nearly 7000 customers, has acquired the DocuLex suite of document management products of Winter Haven, Florida-based Protected Trust. The asset acquisition will complement and extend docSTAR's existing ECM portfolio and customer community adding more than 1,000 mid-size to enterprise level clients.

**Frequently Asked Questions (FAQ)**

**Why did docSTAR buy select DocuLex assets from Protected Trust?**

docSTAR has been selling and supporting Enterprise Content Management solutions for nearly two decades. We have received numerous awards for our products and our support. There is an obvious synergy between docSTAR and the DocuLex customer community. We anticipate that the combination of the two companies will lead to overall improvement for all.

**How will this affect me as a customer?**

docSTAR will do everything possible to make sure that this transition is as transparent and least disruptive as possible. We value your customer relationship and it is our desire to provide you with a broader suite of solutions and services so you will become a long-term customer of docSTAR.

**Who should I contact for support?**

Our objective is to for you to operate "business as usual." DocuLex customers will continue to receive timely and quality telephone and email support at the same number and email address as you have before. Support can be reached at (863) 297-3691 x2, Monday-Friday 8am-8pm Eastern and at [support@doculex.com](mailto:support@doculex.com).

**Does my software license or support agreement change?**

No. docSTAR will honor existing software license agreements and active support agreements through their existing term. We will offer support agreement renewals under similar terms and conditions. Prior to the expiration of your support renewal, you will receive advance communication from us on how to renew.

**Why is renewing document management support important?**

docSTAR welcomes you to our customer community. It is our goal to provide you with a rich experience offering you a broader range of support services and additional content management solutions than ever before. docSTAR has branded the company's support and maintenance program as SoftCare™.

docSTAR SoftCare is a valuable customer program designed to protect your investment in docSTAR software products, included those licensed DocuLex products acquired from Protected Trust. SoftCare provides for easy access to product support and entitles you to new releases of the docSTAR you use – at no additional cost – so your system will always be current with the most up-to-date software available.

**How do I purchase additional licenses?**

If you need additional licenses, modules, training or professional services for your DocuLex solution, please contact your assigned representative, Michael Madock at 708-989-7385 or at [mmadock@docstar.com](mailto:mmadock@docstar.com)

**Can I still buy from my DocuLex partner?**

Yes, docSTAR will be working with existing DocuLex partners to transition them into the docSTAR global partner program. You can continue to contact your DocuLex partner for new licenses and support services.

**Will docSTAR provide new feature releases of DocuLex products?**

The DocuLex product suite is now a member of the docSTAR product family. New features and enhancements will be evaluated in a manner that is consistent with our product management approach.



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**How long will docSTAR support and offer DocuLex products (Archive Studio and Goby Capture)?**

docSTAR will continue to provide support and minor releases to DocuLex products covered under the asset acquisition agreement for the foreseeable future. In the future, we will communicate any changes to the licenses products in advance.

**Will docSTAR offer incentives to existing customers who want to migrate to docSTAR eclipse™?**

If the customer is current on maintenance, docSTAR will provide the following incentives:

On-Premises Deployment – docSTAR will provide a 1:1 license upgrade for a similarly configured software license from Archive Studio and Goby Capture to docSTAR *eclipse* at no additional charge for software licenses. A professional services fee will be charged to migrate the existing data and to setup and customize the application. These services would be quoted and documented via a Statement of Work (SOW).

Hosted Services – docSTAR will provide a 25% discount off of the standard subscription fees for the designated contract term of the hosted services agreement.

For additional information on docSTAR's complete product and services offerings, please visit:

[www.docstar.com](http://www.docstar.com).

**To whom and where should we remit payment for renewal of our maintenance contracts?**

Protected Trust and docSTAR are working collaboratively through this transition.

Annual Payments

Protected Trust has invoiced all annual renewals for contracts expiring prior to July 1, 2014. If you receive a renewal notice from Protected Trust, submit payment to Protected Trust at the standard remittance address.

docSTAR will begin invoicing for annual contracts expiring after June 30, 2014. Please remit payments directly to docSTAR at the address below. If you have an expired contract that you would like to reactivate, please contact Mike Madock at [mmadock@docstar.com](mailto:mmadock@docstar.com) and remit payment to docSTAR based on the quote provided by Mike.

Monthly Payments

Protected Trust has invoiced all monthly contracts through April 2014. If you receive a renewal notice from Protected Trust, submit payment to Protected Trust at the standard remittance address.

docSTAR will begin invoicing monthly payments in May 2014. Please remit payments directly to docSTAR at the address below. If you have an expired contract that you would like to reactivate, please contact Mike Madock at [mmadock@docstar.com](mailto:mmadock@docstar.com) and remit payment to docSTAR based on the quote provided by Mike.

docSTAR remittance address (please make checks payable to docSTAR):

docSTAR  
2165 Technology Drive  
Schenectady, NY 12308