



Dear OPIE and Futura Customers,

As we near the end of the first quarter in 2021, I hope this message finds you well, healthy, and in good spirits. While I am glad to have 2020 behind us, there is not one person that I have connected with that cannot come up with at least three positive events that were brought on in 2020. I am thankful for all of you and your continued support of OPIE Software and Futura International, thankful for our wonderful staff and leaders, and thankful for the challenges that 2020 presented us with since they have forced all of us to think differently.

If we have not met yet, I am Alejandro Wyszowski, I have been at OPIE Software for almost three years serving in a dual role as Chief Business Development Officer and Chief Financial Officer. It is a pleasure to be part of a company that is dedicated to serving the orthotics and prosthetics profession through being your partner in practice management technology. Our founder and CEO, Paul Prusakowski, CPO, is committed to continually reinvesting resources to advance the talent, innovation, and infrastructure that you can rely upon to care for your patients daily and run a strong business. As CFO, my time at OPIE thus far has been focused on creating scalable infrastructure that assures we can continue to support this profession for decades to come. Transforming a healthcare technology company to meet the current and future needs of this profession has required a significant investment in people, processes, and tools that have been put in place to serve your changing requirements and needs.

People

As part of our transformation, we have focused on making sure our teams are ready to scale.

In January 2019, we implemented a quality assurance operations model. Our Director of Quality Assurance, Brook Waddell, has over 27 years of experience leading QA for healthcare information technology companies. As the head of quality assurance, his focus is to build quality into all functional operations with the intent of improving product quality, improving the release process, time, and delivery.

In November 2019, we implemented a customer success model. Our Director of Customer Success, Jeremy Shinn, has been with OPIE for over 20 years. With this transition, you now have an assigned Customer Success Manager, regardless of the size of your company. These individuals are here to help with implementations, training, workflow questions, software renewals, and much more. This team is not a substitution for our Customer Service team, only an enhancement of the customer experience. Together they bring years of experience in O&P, billing, customer onboarding, and training.

In January 2020, we transformed our product development processes with the introduction of our new Director of Product Management, Cindi Holdsworth. Cindi has over 20 years of experience in leading product development for a series of Fortune 500 companies and grew them through leadership skills. As our head of product development, her emphasis is on developing our product roadmaps as well as developing leadership in our product owners and scrum teams. Cindi has played a major role in the way we modified the customer feedback loop process to make sure that we continue to listen to you and your suggestions.

We continue to have a world-class customer service team providing you with software and technical support with our Director of Customer Service, Ryan Kerwin, at the helm. We have continued to invest in tools, training, and process improvements to better meet your needs and to get you back to doing what you do best, serving your patients. As is the case in any customer focused enterprise, the more we know about our customers, the better we can serve them, so we

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have adopted a Knowledge-Centered Support methodology to enrich our knowledgebase and improve our ability to find the answers you need. Our customer service team commits to continuously improving the quality of the solutions while providing outstanding customer service.

Product

We continue to invest a great deal of effort in our product roadmap for the full OPIE Anywhere experience which includes a greater focus on access and security standards through Information Technology Security Agreement compliance encryption, automatic sign-out, password protection, SSO capability, multifactor authentication capability, and biometric logins. With a greater focus on the 'on-the-move' clinician, OPIE Anywhere has focused on streamlining access to referral information, clinical evaluations, patient demographics, patient prescriptions, patient schedules, code selection, documentation management, a self-service portal, peripheral support, and smooth patient delivery. We have a clear path to building out our OPIE product catalog, offering greater capability that fully connects the product, service, and implementation success.

Each additional capability in OPIE allows us to deliver increasing value to you and allows you to more clearly understand the cumulative value that OPIE brings to practice management. As O&P professionals interact with OPIE Anywhere and OPIE Plus they begin to develop a stronger, systematic understanding of patient episodes of care, stronger practice management skills, and become more aware of their ultimate business goals.

Our unique Business Intelligence dashboards, backed by a team of data analysts and continuous education, provide deep insight into operational progress, and offer a variety of tools to assist with key aspects of practice management and revenue cycle management. These tools help you visually assess performance and identify gaps in operations, which allows you to then fix and improve your business processes. The connected experience across OPIE Anywhere, OPIE Plus, OPIE Choice Network Membership, OPIE Business Intelligence, and OPIE Fax increases our ability to add value, making us more attractive to O&P Professionals who understand the importance of strong business practices. The proven and supported Best Practices of clinical patient management are valued by educators, students, and residency programs as we prepare the future generation for the challenges ahead. Our investment in the future of this profession is a benefit to your company and gives us greater opportunities for multiple areas of impact. Our development and systems personnel have continued to protect the integrity of your data and built up our secure infrastructure to protect us all from the threats of ransomware, they reduced the number of outstanding product bugs, and implemented improved processes for product releases. Futura SaaS was successfully moved to AWS, giving access to more reliable and available infrastructure and software. As the infrastructure initiatives near completion, OPIE products will have greater resilience than ever before.

Paul, Priya Rudradas, our Chief Operations Officer, and I are incredibly proud of our teams. Most of these efforts have been team-led, so we have seen an incredible increase in autonomy for identifying and attacking problems that affect their day-to-day work.

Pricing and Administrative Discipline

Due to the changing software industry landscape, the rising cost of data security, innovation changes, and operational costs associated with providing you the best possible experience, we introduced our first price increase since 2015. On February 1, 2020, we implemented a new pricing structure for additional user licenses, branches, new customers, and

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other services, though due to the impact of COVID-19, we did not automatically implement them across current customers and their existing user count. The pricing models vary depending on contract length, deployment model, and number of users. These models will begin to be implemented starting on April 15, 2021, based on various criteria our Customer Success team will be managing. Along with the new pricing, we will be removing all legacy discounts or pricing from accounts, and customers will be charged based on the number of active users and locations they currently have, which will include the appropriate number of technician licenses for OPIE, if applicable, and as denoted in the contract. While we have not fully implemented the new models, new customers and existing customers that have transitioned have provided very positive feedback. Customer Success Managers will begin reaching out to customers for further discussion and to answer any questions you may have. If you would prefer to discuss this sooner, please send an email to CustomerSuccess@OPIESoftware.com and your assigned Customer Success Manager will connect with you.

As we completely transformed and consolidated our business management CRM/ERP system in 2019, the finance team, led by Pate Henderson, has more internal support and visibility to help keep our accounts receivable from becoming past due. We understand that business continuity is critical for everyone, and are aware that with or without a pandemic, life sometimes takes you in an unwanted direction. The OPIE Team is very empathetic to this and we are dedicated to working with you if you continue to communicate with us. Software invoices are sent on the first of the month, each month, and are due in Net 30 terms. Our Finance team emails statements twice per month to notify all customers when they have invoices open on their account. The contact information for the Finance team is on the invoice and your statements. Open communication helps us avoid discomfort and allows us to collaborate on how we can best support each other.

Once again, thank you for your support and commitment to OPIE Software and Futura International. In closing, I will reiterate that OPIE will continue to focus on providing you with people, processes, tools, and education that maximize your ability to succeed and continue to provide excellent patient care. While 2020 provided no shortage of worldwide challenges, I sincerely hope that you are as optimistic about 2021 as I am and that you can look around, take a deep breath, and focus on the positive moments, whether they are business-driven, personal, or a healthy combination of both.

Sincerely,

Alejandro Wyszowski
OPIE Software, Chief Business Development Officer/Chief Financial Officer