

Dear Village of New Haven,

Change in technology is constant, but our dedication to your success remains the same today as it did 35 years ago. We are honored to have supported our clients in the state of Michigan on our .NET platform for the last 18+ years. These applications have served as the foundation of your operations — and we're deeply grateful for the trust you've placed in us to help run your organization day after day.

Over the past several years, we've invested heavily in our next-generation Cloud platform — a modern, secure, and continually improving solution built to carry your community forward. We've also invested heavily in our implementation and training process, and based on customer feedback, we have fine-tuned our services to better meet the demands of our customers. The feedback and collaboration from customers like you have shaped every step of that journey, whether you have influenced the product itself or how we deploy it.

As adoption continues to accelerate and the Cloud platform matures, we are beginning to plan for the eventual retirement of our legacy .NET products. While there is no formal end-of-life date today, we want to be transparent that this transition is part of our long-term strategy to ensure every customer benefits from the latest innovations, performance, and security enhancements available. It's also important that we give you notice early, so you have plenty of time to prepare for the change.

Our goal is to make this evolution as seamless as possible. We'll continue to support and maintain the .NET platform for now — ensuring your system remains stable while you plan your path forward. At the same time, we'll work closely with you to understand your needs, your timeline, and how we can best support your eventual move to SaaS.

We believe this transition represents not just a technology shift, but an opportunity — to simplify your infrastructure, strengthen your cybersecurity posture, and gain continuous access to innovation without disruption.

Thank you for your continued partnership, trust, and collaboration as we take this next step together.

Sincerely,

Michael VanHal

Account Manager

BS&A Software