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July 2026

Dear Client,

As many of you have shared, the past few years have been challenging. Keystone experienced many challenges as well, business related and personal.

After much thought and careful consideration, I have decided at this time to provide a beneficial, long-term path forward for you, our valued clients, and our dedicated, talented, and loyal staff. My criteria for selecting a new home for you and our staff included:

- Business, ethical, and moral values that closely match Keystone's
- Ability and talent to provide support and service levels that meet or exceed those to which you are accustomed
- Staff expertise and experience to identify and address root causes of support requests
- Staff and ownership that will value you and your organization as a client
- Experienced ownership with a track record of bringing insight to improving business processes – yours and their own
- Active ownership that takes pride in putting your business needs at the head of the line

To that end, I am pleased and excited to introduce you to Technology Solutions Associates, LLC (Techsola). I have known and worked with them for nearly 10 years on projects and have had the opportunity to share ideas and processes. Techsola is an experienced Traverse and Traverse Global Aptean Partner with Traverse support, custom modification resources, and data migration expertise. Techsola addresses client needs in areas very similar to Keystone. They bring additional project resources. Techsola's IT resources exceed those of Keystone's. OSAS support continues.

This transition takes effect August 1, 2026, with further communications and calls during the forthcoming weeks. A welcome letter from Techsola follows along with a FAQ document.

Keystone and Techsola have worked diligently to create a transition that minimizes disruptions and changes as much as possible. See the FAQ document for details.

I will join Techsola full time as a Business Solutions Consultant. Rodger and Kathy will join Techsola in capacities similar to their current roles and Nathan will join as a consultant for development transition. Teri will join Techsola for the transition until September 15, at which time she will retire but be available for unique activities.

I am excited and look forward to continuing to work with each of you to explore areas for improving your business processes and taking advantage of new software and technology solutions to address challenges as they arise.

Best Regards,

Ben Orth

CEO | Keystone Solutions, Inc.



Technology Solutions Associates, LLC

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July 2026

Dear Valued Keystone Solutions Client,

On behalf of everyone at Technology Solutions Associates, welcome.

As Ben shared in his letter, we are excited for the opportunity to continue the relationships that Keystone Solutions has built over the years. We have long respected Keystone's commitment to its clients and are honored by the trust placed in our team.

Effective August 1, 2026, our focus will be on providing a smooth transition with as little disruption as possible. The relationships, knowledge, and service you rely upon remain our highest priority.

Technology Solutions has been helping businesses leverage technology for more than 25 years through ERP consulting and implementation, managed IT services, software development, cybersecurity, cloud solutions, and business technology consulting.

As part of Technology Solutions, you'll benefit from:

- A larger team of experienced professionals available to support your business
- Expanded technology expertise across ERP, managed IT, cybersecurity, cloud, and software development
- Additional resources and service capabilities to help address future business needs
- Continued support from familiar Keystone team members during and after the transition
- A long-term commitment to responsive service and trusted client relationships

Most importantly, you are not starting over. We are working closely with the Keystone team to ensure continuity and preserve the knowledge and history that have been built over years of working together. As Ben mentioned, he and several members of the Keystone team will continue to be involved during the transition and beyond.

In the coming weeks, we'll share additional information regarding support, billing, and other transition details. In the meantime, please continue working with your current Keystone contacts as you normally would.

If you have questions before we call you in August, please feel free to reach out. We welcome the opportunity to learn more about your business and discuss how we can support your future goals.

We are grateful for the opportunity to serve you and look forward to building a long and successful relationship together.

Sincerely,

Jeremy Brubaker

Partner | Technology Solutions Associates, LLC

Frequently Asked Questions

For clients of Keystone Solutions, Inc. joining Technology Solutions Associates, LLC

Technology Solutions Associates, LLC (Techsola) is acquiring Keystone Solutions, Inc. (Keystone), effective August 1, 2026.

Our commitment: We will communicate clearly, protect continuity, and do the work carefully so your support experience remains dependable throughout the transition.

Quick Reference

Topic	What to use	Notes
Support requests	Use your current Keystone support channels unless you are instructed otherwise.	Calls and emails will be routed so you continue to reach the right team.
Business hours	Monday-Friday, 8:00 AM-5:00 PM Eastern Time.	Central: 7:00 AM-4:00 PM. Mountain: 6:00 AM-3:00 PM. Pacific: 5:00 AM-2:00 PM.
Billing questions	Pay invoices using the instructions on the actual invoice.	Invoices will come from Technology Solutions Associates, LLC. For work performed after Aug 1 st .
Remote access	Techsola utilizes Screen Connect for remote support, and those connections will be established as support is requested.	Access methods and credentials will be handled carefully during the transition.

1. What Is Changing and What Stays the Same?

Start here for the big-picture transition details.

What is happening?

Technology Solutions Associates, LLC (Techsola), based in Lancaster, Pennsylvania, is acquiring Keystone Solutions, Inc. (Keystone). Keystone clients will become part of the Techsola client community, with a focus on maintaining continuity and service quality.

When does the transition take effect?

The acquisition will be effective August 1, 2026. In practical terms, some items will transition immediately, while others may be phased in to avoid disruption.

Will I still work with people I know?

Our goal is to keep the experience familiar and to preserve Keystone knowledge wherever possible. In many cases, Keystone team members may remain involved during the transition, and our team members will be introduced as needed.

Will service stop or pause during the transition?

No. The transition plan is designed around continuity. You should continue to submit support requests the way you normally do.

Why are we a good fit for Keystone clients?

We provide managed IT, ERP consulting, business software support, and custom software solutions. The combined team is focused on practical technology solutions, responsive support, and clear communication.

2. How to Get Support

Use this section when you need help with ERP systems like OSAS, Traverse Standard, Traverse Global, IT, custom modifications, eCommerce, renewals, or remote access.

How do I request support after the transition?

Continue using the Keystone support methods; Keystone's phone numbers and emails will be automatically redirected to us. We will notify you if and when you should be using different contact methods.

What will be different about support?

You may hear our name on phone greetings, email responses, invoices, or renewal communications. Behind the scenes, we will be organizing client records, support history, and access details so the support team can respond with context.

What information should I include when I request support?

Please include your company name, the system or application involved, the user affected, the urgency, screenshots or error messages if available, and whether the issue affects payroll, billing, shipping, production, or another time-sensitive process.

What are our normal support hours?

Standard support availability is Monday through Friday, 8:00 AM to 5:00 PM Eastern Time. For clients outside the Eastern Time zone, this corresponds to 7:00 AM to 4:00 PM Central, 6:00 AM to 3:00 PM Mountain, and 5:00 AM to 2:00 PM Pacific.

What happens if I call after hours or reach voicemail?

If your call is not answered live, please leave a clear voicemail with your name, company, phone number, and a brief description of the issue. Your message will be routed for follow-up. We provide an emergency option for after-hours support requests. Use that option if your request is urgent and cannot wait until normal business hours.

Will support be delivered remotely or onsite?

Most support can be delivered remotely. Some clients may benefit from onsite visits for introductions, larger projects, system reviews, or complex transitions. If an onsite visit is recommended, we will coordinate it with you directly.

3. Client Records, Privacy, and Security

These questions address how your client information will be handled.

What client records are expected to transition?

Records may include support history, billing details, active agreements, custom modifications, license and renewal information, IT configurations, remote-access details, and relevant client documentation needed to support you effectively.

How will billing and support history be used?

Support and billing history helps us understand your environment and avoid asking you to repeat information unnecessarily. The goal is to preserve context while keeping records organized and secure.

What about custom modifications?

Custom modifications will be reviewed and documented so support can continue. This may include customizations to Traverse Standard, Traverse Global, OSAS, and eCommERPbridge.

How will security and credentials be handled?

During the transition, we will need to establish our credentials and remote access to your systems. In the interest of security and transparency, we will request you authorize your internal IT provider or third-party IT provider to coordinate with us to establish the required credentials and remote access to your systems. When established, such credential and remote-access information will be handled carefully and shared only with team members who need them to support your systems.

Will my information be disclosed outside Techsola?

Client information will be used for the purpose of supporting your systems and managing the transition. If a third-party vendor or IT provider must be involved for a specific issue, we will coordinate that involvement as appropriate for the request. For example, in the unlikely situation that we request Aptean's assistance for a Traverse or OSAS support issue **and** Aptean requests a copy of the Traverse database or OSAS data files or access to the database or data files, we will request your approval to provide such external access.

4. Billing, Rates, and Invoices

Use this section for invoice timing, hourly rates, recurring charges, and product renewals.

Will my hourly support rate change immediately?

The current plan is to maintain Keystone hourly support rates at transition and not increase rates within the first 12 months. We will continue the practice of evaluating rates annually and adjusting accordingly.

Who will invoice me before and after the cutover?

Keystone will finish billing work completed before the cutover. Techsola will begin billing for work performed after the cutover. During the transition, you may receive final Keystone invoices and new Techsola invoices in close succession, depending on timing.

Will recurring monthly products and services continue?

Yes. Recurring products and services are being reviewed so they can continue with as little disruption as possible. Recurring products and services paid by ACH will continue as such to Techsola in place of Keystone. We will contact you to gain the appropriate information and authorization.

How will ad hoc support be billed?

Ad hoc support will continue to be billed for support requests outside recurring or project agreements. Our goal is to preserve clear descriptions of work performed, the systems involved, and the time billed so invoices remain understandable.

Will software renewals be handled differently?

Renewals for Traverse Standard, Traverse Global, OSAS, eCommERPbridge, and other related products will continue to be tracked. We will introduce our renewal communication and service-plan process as renewals come due.

Will payment instructions change?

Payment instructions will change once invoicing moves to Techsola. Please use the instructions shown on the invoice you receive. If you are unsure, contact Techsola before changing payment details.

5. Projects, Proposals, and Agreements

This section applies to projects already discussed, proposed, or underway.

What happens to projects already in progress?

Projects already underway will be reviewed individually to determine the cleanest transition path. The priority is to avoid losing context, keep commitments clear, and coordinate remaining work with the right team members.

What happens to projects that have been discussed but not started?

If a project has been discussed or proposed but not yet started, Techsola and Keystone will review the status and determine the next step. In some cases, a proposal or action plan may be updated before work begins.

Will existing agreements remain in place?

Existing agreements will be reviewed as part of the transition. If an agreement needs to be assigned, updated, replaced, or clarified, we will communicate with you directly before taking action.

Can I start a new project during the transition?

Yes, but timing may be coordinated carefully so active support and transition work remain stable. If you are considering a new project, contact us so the team can help plan the right sequence.

6. ERP, eCommerce, and Custom Software

For clients using Traverse Standard, Traverse Global, OSAS, eCommERPbridge, or related solutions.

Will Techsola support my current ERP system?

Yes. We are preparing to support Keystone client environments that may include Traverse Standard, Traverse Global, OSAS, Payroll year-end compliance, eCommERPbridge, and related customizations.

What if I have custom modifications?

Custom modifications will be handled carefully. We will make every effort to preserve documentation, source details, support notes, and prior project history so issues can be addressed without starting from scratch.

Will Techsola recommend moving to a different ERP platform?

While we also support additional software that Keystone did not, we will not automatically suggest a different system. Any discussion about migration, modernization, or replacement will be based on your business needs, your current system, your support situation, and your future goals.

What is eCommERPbridge and will it continue to be supported?

eCommERPbridge is Keystone's eCommerce bridge solution for TRAVERSE. We will include eCommERPbridge in the transition planning and will communicate directly with affected clients about ongoing support and billing.

How will year-end compliance work be handled?

Year-end compliance work, including payroll compliance, 1099, and fixed asset-related tasks where applicable, will be scheduled and handled with attention to timing and system-specific requirements. Clients will receive instructions as the year-end window approaches.

7. IT Services, Equipment, and Cyber Security

For clients receiving IT support, endpoint protection, backups, firewall support, cyber security, or device support.

Will my existing IT support continue?

Yes. Clients receiving Keystone IT support will continue to be supported while we review access, configurations, warranties, coverage, and any third-party provider requirements.

Will Techsola become my managed service provider?

Some clients may continue with ad hoc IT support, while others may discuss managed-service options with us. If a managed-service relationship makes sense, we will review scope, coverage, expectations, and budget resources with you before making changes.

What happens to existing equipment records?

Equipment records such as manufacturers, parts, descriptions, warranties, and coverage details are expected to be reviewed and consolidated where needed. This helps us understand your environment before making recommendations or changes.

Will remote access tools change?

Possibly. We use ScreenConnect for remote support on servers and workstations. We will coordinate any changes with your organization and any third-party IT provider.

Which credentials or access types may be involved?

Depending on your environment, transition planning may involve system credentials, IT administrative access, third-party IT access, ERP credentials, eCommERPbridge access, AppRiver, KeyKare/Axcient, Microsoft 365, Microsoft accounts, SQL Server, SentinelOne, WatchGuard, servers, workstations, laptops, or tablets.

8. Renewals and Product Subscriptions

For product renewals, maintenance plans, endpoint protection, backups, firewalls, and related subscriptions.

Who will track my renewal dates?

We will work from Keystone and Aptean records to track renewal dates and subscription details. If renewal data is incomplete or needs confirmation, we may contact you before the renewal date.

Will my Aptean-related renewals continue?

Yes. Renewals for Traverse Standard, Traverse Global, OSAS, and related products will remain part of the support transition. We will clarify the renewal process as each renewal approaches.

Will endpoint protection, backup, and firewall subscriptions continue?

The transition plan includes review of active IT products such as endpoint protection, backup services, firewall subscriptions, and remote-access tools. We will communicate before changing or replacing active services.

Will I need to sign a new agreement for renewals or subscriptions?

Possibly. If an updated agreement, service plan, or authorization is needed, we will explain the reason and provide the document for review.

9. Communication and Contacts

Use this section to understand how updates will be shared.

How will transition updates be communicated?

Updates may be shared by email, phone, meetings, or direct outreach to affected clients. We will aim to keep communications clear, timely, and specific to what you need to know.

Will the Keystone website change?

The Keystone website will be redirected to a specific landing page on Techsola's website. We ask that you bookmark the Techsola website as the Keystone website will become unavailable over time.

Who should I contact if I am unsure where to send a request?

Contact us at 717-803-8000, or support@techsola.com, or visit techsola.com for contact information.

Where can I learn more about Techsola?

Visit us online at www.techsola.com or send an email to info@techsola.com and request an introduction call or meeting with us if you would like to better understand the team and support approach.

10. What Techsola Promises During the Transition

These principles reflect our operating values and the way the transition should feel to clients.

Value	What it means for Keystone clients
Integrity	We will be honest about what is changing, what is not changing, and what still needs to be worked through.
Customer delight	We will look ahead for potential problems, respond quickly, and keep you informed.
Mindfulness	We will treat clients, vendors, and team members with respect and assume good intentions during a period of change.
Pride in our work	We will pay attention to the details that make support dependable: documentation, access, billing clarity, and continuity.

Final note: You should not have to navigate the transition alone. If you have a concern, question, or unusual support situation, please raise it early so we can help find the right path forward.