

FAQ – Nexternal Customers

Who is HighJump?

HighJump is a leading global provider of commerce-enabled supply chain management solutions. Our job is to remove the friction from the placing and fulfilling of an order – from source to consumption - through all of its increasingly complex processes. By empowering our customers with solutions built on the market’s most adaptable technology platform, HighJump delivers on its promise to help them accelerate competitive advantage. HighJump customers routinely see improvements in inventory costs, more effective use of labor, advanced capabilities to service the needs of their customers, and a streamlined ability to connect and transact business with their trading partners.

HighJump is organized into two connected businesses: the HighJump Supply Chain Execution solution provider and the TrueCommerce Network commerce provider. Some key fact about the overall business:

- We have over 14,000 global customers
- We employ 756 people worldwide
- We have 17 offices worldwide including United States, Canada, United Kingdom, Denmark, and China.
- We enjoy double digit growth and finished 2014 with over \$150M in revenue
- Our business consists of a mixture of traditional perpetually licensed software and a growing SaaS component
- We have a network of over 100 partners across the globe that assist us in the sales, implementation and support of our solutions

HighJump’s solution ecosystem is broad, including leading solutions for:

- Warehouse Management (Enterprise and SMB)
- Third Party Logistics (3PL)
- Transportation Management
- Direct Store Delivery
- Retail POS and Management
- EDI and Trading Partner Enablement
- Supply Chain Essentials

What made Nexternal attractive to HighJump?

We built the company with an eye towards an “end to end” solution that included a robust capability in eCommerce and Order Management. With the growing popularity and need for “omni-channel”, the requirement to either build, buy or partner for the kind of capabilities that Nexternal offers became even more important. We’ve been successful bringing companies together that have great technology, but more importantly have great people. It was that combination that attracted us to Nexternal.

How will HighJump invest in Nexternal going forward?

We’ll be working with the Nexternal leadership in an ongoing fashion to determine how we can best assist in Nexternal’s growth. Clearly, there are great opportunities to leverage investments in technology that HighJump has made and continues to make with its 175+ person development team. It is our hope that we can not only accelerate Nexternal’s current product plan, but also bring significant additional value through new tools and solutions from the HighJump product portfolio.

Will Nexternal be renamed?

There are no immediate plans to rename Nexternal. Having said that, typically we do something to tie the two companies together like “Nexternal, a HighJump Company”.

Is there a planned shift in strategy or market focus as a result of this transaction?

No. As a part of HighJump, Nexternal employees are better equipped than ever to continue to serve Nexternal customers of all sizes as we have in the past. Additionally, steps are already being taken to enhance product offerings for all of Nexternal’s customers, and in Nexternal’s key verticals such as wine.

What is the product strategy for the Nexternal products?

For the most part, the product strategy will remain intact. We will be analyzing where and how we can put some of HighJump’s extensive catalog of products and technologies to work to very quickly provide Nexternal’s customers and prospects with extended capabilities that further justify their value proposition.

Will customers see a disruption in service as a result of this?

We have taken great care to ensure there is no disruption in service to Nexternal customers as a result of this transaction. Everything will operate as “business as usual”.

Are the Nexternal office locations moving?

No. Nexternal will continue to operate out of the Carlsbad, CA office location. It will also keep its offices in New Canaan, CT; Napa, CA; and Yakima, WA.

Who should I contact if I have additional questions?

Feel free to contact Alex Gile (agile@nexternal.com) or Ross Elliott (ross.elliott@highjump.com) if there are additional questions about HighJump and Nexternal. Of course, your dedicated Nexternal Account Manager will continue to serve your day-to-day account needs, so feel free to reach out to them in the normal course. Your Account manager’s information can be found at the top of the settings section of your Order Management System.