

Dear Valued Altair Customers and Partners,

As COVID-19 (coronavirus) expands its global reach, the health and safety of our employees, customers, and partners is paramount for us. As such, we instituted a remote work policy last week for our people globally and have taken steps to ensure our systems are able to run optimally. Meetings, both internal and external, will be held virtually, and we have curtailed all travel until the situation improves.

Altair is committed to and capable of continuing to provide the same excellent level of service and technical support to which you have become accustomed. Our team is comfortable and familiar with remote work, as it is a normal part of our culture. Below, I want to make you aware of solutions and resources available to you to help maintain your productivity.

- [Data Analytics Online Resource Library](#) – Access product how-to videos, product webinars and other product information
- [Technical documentation](#) for all of Altair's Data Analytic solutions

We realize there are issues to remote working for our clients, like maxing out your corporate VPN, cost, security issues and productivity loss. In that light, we are offering temporary software licenses for those clients working from home who do not have access to their Altair Data Analytics software solutions with no additional fees or charges:

- [Monarch 30-day trial software](#) –desktop-based self-service data preparation.
- [Knowledge Studio / Seeker](#) – desktop based self-service predictive analytics and machine learning available via Altair Connect. See Knowledge Works Suite in the Downloads section. Instructions to activate the temporary license included with the install process

If you are unsure what solution to use, or have any other questions, please contact your account representative. You can also [contact us here](#) for questions about our data analytic solutions. For support, please reach us at altair.com/knowledge-works-support.

We are committed to maintaining our service and support during this uncertain time. We are working and here to help in any way we can. We hope you all stay safe.

Sincerely,



James R. Scapa
Founder, Chairman & CEO
Altair | Nasdaq: ALTR

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