



**Dear Partner,**

I am writing to you today with immense gratitude, respect, and appreciation.

The past few weeks have been among the most challenging periods in AlignBooks' history. The unprecedented data centre fire incident disrupted services, impacted businesses, and created uncertainty for customers across multiple regions.

While our customers faced operational challenges, our partners faced an equally difficult responsibility — standing on the front line, supporting customers, answering questions, managing concerns, and protecting relationships built over many years.

For that, I sincerely thank you.

Today, I am pleased to share an important and positive update.

**After an extensive and challenging recovery effort, the backup data has now been recovered, and the restoration process is actively underway.** While restoration and validation will still take some time and must be handled with utmost care, this development marks a major milestone and gives us renewed confidence and direction.

Over the years, AlignBooks has grown not only because of technology but because of the strong ecosystem of partners who believed in our vision and helped us reach thousands of businesses. Many of you have invested years of effort in building customer relationships, implementing solutions, training users, and representing the AlignBooks brand in your respective markets.

This incident tested all of us.

In these difficult days, we witnessed something extraordinary. We saw partners who continued to support customers despite immense pressure. We saw partners who remained calm during uncertainty, reassured customers, and stood firmly beside us when it would have been easier to step away. Your commitment, patience, and professionalism during this period have been truly inspiring.

I also recognise that many of you faced difficult conversations with customers every day. You carried the responsibility of maintaining confidence while waiting for updates yourselves. We understand the challenges you faced, and we deeply appreciate the trust you placed in us throughout this period.

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The AlignBooks team has worked relentlessly, day and night, to rebuild infrastructure, coordinate recovery efforts, restore environments, and support customers and partners. Together, we have faced one of the greatest challenges in our journey.

As founders, we have invested years of our lives building AlignBooks. This incident challenged us in ways we never imagined, but it never weakened our determination. Instead, it strengthened our resolve to build a more resilient organisation and a stronger future for our customers, partners, and stakeholders.

This experience has also taught us valuable lessons. We are strengthening our infrastructure, reviewing every aspect of our continuity strategy, and implementing additional safeguards to ensure greater resilience in the future.

Most importantly, this crisis reinforced something we have always believed: true partnerships are tested not during periods of success, but during moments of adversity. During one of the toughest periods in our company's history, you stood beside us. Your support will never be forgotten.

The road to complete normalcy may still take some time, but our direction is clear, our commitment is unwavering, and our belief in the future is stronger than ever.

On behalf of the entire AlignBooks family, I extend my heartfelt thanks to every partner who supported customers, protected relationships, encouraged our teams, and stood with us during this difficult chapter.

We look forward to building an even stronger future together.

With sincere gratitude,

**Anand Jajodia**  
Founder & CEO  
AlignBooks

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