

## PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1  
 Stylesheet Version v1.2

EPAS ID: PAT4890072

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT
<b>NATURE OF CONVEYANCE:</b>	RELEASE OF SECURITY INTEREST
<b>SEQUENCE:</b>	1
<b>CONVEYING PARTY DATA</b>	
<b>Name</b>	<b>Execution Date</b>
CREDIT SUISSE AG, CAYMAN ISLANDS BRANCH	03/29/2018
<b>RECEIVING PARTY DATA</b>	
<b>Name:</b>	HELP/SYSTEMS, LLC
<b>Street Address:</b>	6455 CITY WEST PARKWAY
<b>City:</b>	EDEN PRAIRIE
<b>State/Country:</b>	MINNESOTA
<b>Postal Code:</b>	55344
<b>PROPERTY NUMBERS Total: 2</b>	
<b>Property Type</b>	<b>Number</b>
<b>Patent Number:</b>	5689708
<b>Patent Number:</b>	6134549
<b>CORRESPONDENCE DATA</b>	
<b>Fax Number:</b>	(212)446-4900
<i>Correspondence will be sent to the e-mail address first; if that is unsuccessful, it will be sent using a fax number, if provided; if that is unsuccessful, it will be sent via US Mail.</i>	
<b>Email:</b>	susan.zablocki@kirkland.com
<b>Correspondent Name:</b>	SUSAN ZABLOCKI
<b>Address Line 1:</b>	KIRKLAND & ELLIS LLP
<b>Address Line 2:</b>	601 LEXINGTON AVENUE
<b>Address Line 4:</b>	NEW YORK, NEW YORK 10022
<b>ATTORNEY DOCKET NUMBER:</b>	22783-104
<b>NAME OF SUBMITTER:</b>	SUSAN ZABLOCKI
<b>SIGNATURE:</b>	/susan zablocki/
<b>DATE SIGNED:</b>	03/29/2018
<b>Total Attachments: 4</b>	
source=Help Systems - First Lien IP Release- Patents EXECUTED#page1.tif	
source=Help Systems - First Lien IP Release- Patents EXECUTED#page2.tif	
source=Help Systems - First Lien IP Release- Patents EXECUTED#page3.tif	
source=Help Systems - First Lien IP Release- Patents EXECUTED#page4.tif	

RELEASE OF FIRST LIEN SECURITY INTEREST IN PATENTS, dated as of March 29, 2018 (this "**Release**"), by CREDIT SUISSE AG, CAYMAN ISLANDS BRANCH ("**CS**"), in its capacity as Collateral Agent under the Credit Agreement referred to below. Capitalized terms used herein and not otherwise defined shall have the meanings assigned to such terms in the Credit Agreement or the Guaranty and Security Agreement, as applicable.

Reference is made to (i) the First Lien Credit Agreement, dated as of October 8, 2015 (as amended by that certain Amendment No. 1 and Incremental Term Loan Assumption Agreement, dated as of December 14, 2016 and by that certain Amendment No. 2, dated as of June 14, 2017, and as further amended, restated, amended and restated, supplemented, extended or otherwise modified to the date hereof, the "**Credit Agreement**"), among Help/Systems Holdings, Inc., a Delaware corporation ("**HS Holdings**"), Help/Systems, LLC, a Delaware limited liability company ("**Help Systems**" and, together with HS Holdings, the "**Borrowers**", and each individually a "**Borrower**"), HS Group Holdings, Inc., a Delaware corporation ("**Holdings**"), the other Credit Parties from time to time party thereto, the Lenders from time to time party thereto and CS, as Administrative Agent and Collateral Agent; (ii) the First Lien Guaranty and Security Agreement, dated as of October 8, 2015 (as supplemented by the Joinder Agreement, dated as of June 20, 2017 and as further amended, restated, amended and restated, supplemented, extended or otherwise modified to the date hereof, the "**Guaranty and Security Agreement**"), among the Borrowers, Holdings, the Grantors from time to time party thereto and the Collateral Agent; and (iii) the Patent Security Agreement, dated as of October 8, 2015 (as amended, restated, amended and restated, supplemented, extended or otherwise modified to the date hereof, the "**Patent Security Agreement**") between Help Systems (the "**Patent Grantor**") and the Collateral Agent (such agreements set forth in clauses (i) through (iii), the "**Security Documents**").

WHEREAS, pursuant to the Security Documents, the Patent Grantor granted to the Collateral Agent, and its successors and assigns, for the ratable benefit of the Secured Parties, a security interest in all right, title and interest of the Patent Grantor in, among other things, the Patents set forth on Schedule I hereto (the "**Patent Collateral**"), which security interest was recorded with the United States Patent & Trademark Office on October 28, 2015, at Reel/Frame 036989/0402.

WHEREAS, pursuant to the First Lien Payoff Letter, dated as of March 29, 2018 among Holdings, the Borrowers and CS, as Administrative Agent and Collateral Agent, the Collateral Agent agreed to release any and all security interests it may have in the Patent Collateral pursuant to the Security Documents.

NOW, THEREFORE, in exchange for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged:

1. The Collateral Agent, on behalf of itself, the Secured Parties and their permitted successors and assigns, does hereby absolutely, unconditionally and irrevocably release, cancel, terminate, relinquish, discharge and reassign, in its entirety, for the benefit of the Patent Grantor and its successors and assigns: (a) all liens and security interests created under the Guaranty and

Security Agreement and the Patent Security Agreement, in each case, in the Patent Collateral; (b) all of the Collateral Agent's and any other Secured Party's right, title and interest in, to and under the Patent Collateral; and (c) all liens and security interests granted to the Collateral Agent in the Patent Collateral.

2. The Collateral Agent agrees to make filings with the United States Patent and Trademark Office and take all further actions and execute and deliver all further documents and/or instruments that may be reasonably necessary, in each case as reasonably requested by the Borrowers or Holdings and at the sole expense of the Borrowers or Holdings, to evidence the release and termination of the security interests in the Patent Collateral. The execution and delivery of this Release and any further documents and the performance of any actions by the Collateral Agent are made without representation or warranty by, or recourse to, the Collateral Agent or any other Secured Party.


3. THIS RELEASE SHALL BE CONSTRUED IN ACCORDANCE WITH AND GOVERNED BY THE LAWS OF THE STATE OF NEW YORK.

*[Remainder of this page intentionally left blank]*


IN WITNESS WHEREOF, the Collateral Agent has caused this Release to be duly executed and delivered by its officer thereunto duly authorized as of the date first above written.

CREDIT SUISSE AG, CAYMAN ISLANDS  
BRANCH, as Collateral Agent,

by

  
Name: VIPUL DHADDA  
Title: AUTHORIZED SIGNATORY

by

  
Name:  
Title: Joan Park  
Authorized Signatory

*[Signature Page to First Lien Patent Release]*

{{3706870}}

**PATENT**  
**REEL: 045384 FRAME: 0140**

## **SCHEDULE I**

### Patent Registrations

#### 1. REGISTERED PATENTS

Registered Owner	Title	Country	Filing Date	Appl. No.	Issue Date	Patent No.
HelpSystems, LLC	Client/server computer systems having control of client-based application programs, and application	U.S.	3/31/1995	08/414,729	11/18/1997	5,689,708
	Client/server computer system having personalizable and securable views of database data	U.S.	3/31/1995	08/414,483	10/17/2000	6,134,549

#### 2. PATENT APPLICATIONS

None.

*[Schedule I to First Lien Patent Release]*

[[3706870]]