

EXHIBIT 13

PeopleSoft. Andy Allbritten
01/19/2005 11:34 PM

To: CS Extended Managers
cc:
Subject: RE: TomorrowNow - Attorney client privileged

fyi,

----- Forwarded by Andy Allbritten/PeopleSoft on 01/19/2005 03:24 PM -----

PeopleSoft. Andy Allbritten
01/19/2005 03:12 PM

To: juergen.rotter@oracle.com
cc: david_hare@peoplesoft.com, Denise_Grills@peoplesoft.com,
nancy_lyskawa@peoplesoft.com, Robbin
Henslee/PeopleSoft@PeopleSoft, Patty.Silveria@oracle.com,
michael.lothead@oracle.com, David Siebert/PeopleSoft@PeopleSoft,
John Schiff/PeopleSoft@PeopleSoft, john.wookee@oracle.com, Jim
Petraglia/PeopleSoft@Peoplesoft, Lori
Sanabria/PeopleSoft@Peoplesoft
Subject: RE: TomorrowNow - Attorney client privileged

Folks,

Here is a summary of our call today

Executive Summary

A call was held a 10:00am 1/19/05 to discuss the acquisition of TomorrowNow by SAP and what the appropriate Oracle response should/would be. Agreement was reached to draft a plan to be reviewed on Friday with intent to begin execution immediately upon approval.

Attendees:

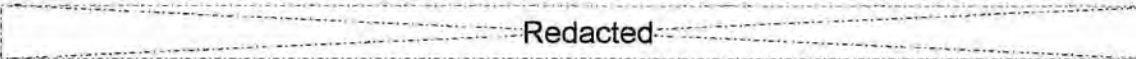
Juergen Rottler, Andy Allbritten, Dave Siebert, Mike Lohead, Jim Petraglia, David Hare, Patty Silveria

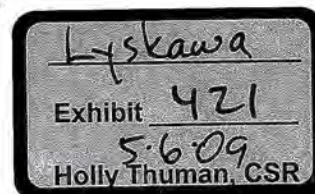
Action Plan:

Assigned owner = Andy Allbritten

Develop a high level plan to address all major constituencies - use existing third party analysis work done by Psft Support Marketing team led by Nancy Lyskawa. Andy and Nancy will pull together plan for Friday review.

Major points to be addressed in plan:

- Take an offensive strategy - this acquisition is a positive for Oracle - since customers that want third party support wanted support not migration pressure. We want to emphasize the power of what we have.
- Don't issue direct response to SAP acquisition of TomorrowNow - focus instead on the very positive support message from yesterday's launch. We don't want to make too much of this one event or call attention to it.
- Summarize new support roadmap launched yesterday for internal and external use
- Segment constituencies - Customers, Industry Analysts, Financial Analysts, Field Sales, Support Sales, Press, etc.
-  Redacted
- Include response to Microsoft and Lawson migration offers to Psft customers
- Address in plan all known third party support providers = TomorrowNow, Conexus Partners, Klee Associates, et al.
- Define customer outreach plan and what resources are available to accomplish this.
- Get Industry analysts involved to write articles on yesterday's announcements - Juergen, Andy and Nancy are available for interviews.
- Include a plan to potentially offer reinstatement incentives to TomorrowNow customers.
- Quantify number of TomorrowNow customers and common SAP/Psft customers.



ORCL00382993

UNITED STATES DISTRICT COURT NORTHERN DISTRICT OF CALIFORNIA
Case No. 4:07-cv-01658 PJH/EDL
DEFENDANT Exhibit No. A-0421
Date Admitted: _____
By: _____ Nicole Heurman, Deputy Clerk

Included in the development of the plan will be key contacts within E, E1 and World product lines.

~~Redacted~~

Additional resources will be called in as needed.

Support only offering - Current plan is not to create a general offering from OSS.
Updates only offering - Is being removed from the OSS market offerings

Follow-up Meeting - Patty to send call in numbers
Friday 1/21/05 11:30am PST

Andy Allbritten
Group Vice President
Support Services, WW Sales & Operations
PeopleSoft / Oracle
(925) 694-9620 Office

Lori Sanabria, Executive Assistant
(925) 694-5075 Office
juergen.rottler@oracle.com



juergen.rottler@oracle.com

01/19/2005 11:05 AM
Please respond to
juergen.rottler

To: nancy_lyskawa@peoplesoft.com, david_hare@peoplesoft.com,
andy_allbritten@peoplesoft.com, Denise_Grills@peoplesoft.com,
robbin_henslee@peoplesoft.com
cc:
Subject: RE: TomorrowNow - Attorney client privileged

Hi Nancy,

We just got off a call where we discussed go forward plan on this. Andy will connect with you to debrief. We should have had you on the call :(. Please sync up with Andy as we drive things forward.

Andy, can you please send me a quick summary of what we just agreed to on the call? I am sure that a ton of people are going to want to jump on this today and quick outline of our plan will help us keep everyone focused on what needs to happen.

Thanks,

Juergen

-----Original Message-----

From: nancy_lyskawa@peoplesoft.com [mailto:nancy_lyskawa@peoplesoft.com]
Sent: Wednesday, January 19, 2005 10:55 AM
To: david_hare@peoplesoft.com; andy_allbritten@peoplesoft.com;
Denise_Grills@peoplesoft.com; robbin_henslee@peoplesoft.com
Subject: Re: TomorrowNow - Attorney client privileged
Importance: High

Team -

ORCL00382994

My team has been responsible for Support Services marketing at PeopleSoft and we now are put of Fred Studer's organization at Oracle. Here is a quick update on the TomorrowNow situation based upon the knowledge I have.

Redacted

These are the deliverables that we have already produced in regards to TomorrowNow:

Redacted

TomorrowNow script for the Support Sales executives to use in discussions with their customers Third Party support questions to be used by Support Sales executives in their renewal negotiation discussions with customers Validated TomorrowNow customer list on their website Developed full support product drop and partial support product dropped revenue analysis for revenue that may have been lost to TomorrowNow.

Redacted Initiated code in C1 to identify customers dropping support and migrating to TomorrowNow in Q4.

I have also responded to your comments below with the current status of work that is already in progress.

Please let me know if you would like to review an of these deliverables and how you would like us to work with you on this initiative.

Nancy

It should include:

1. Proactive communication with JDE customer base on our World and E1 plans. This should include both electronic communication and in person customer group meetings.
We have already been planning a global email campaign to launch the XE Support extension and 8.0 to the E1 customer base. This would include messaging on the value of remaining with Oracle support - the value of direct support from the vendor. We can broaden this to also drop a campaign to World and Enterprise customers on the value of maintaining support direct from the vendor - Oracle.
2. An analysis of the value proposition for JDE customers to stay with Oracle for both support and future product upgrades.
We have done some work on this and will provide to you. However, we need more specific details on product and technology value.
3. Analysis of SAP's offering to JDE customers and what a likely migration scenario could be - No work on this.
4. Analysis of pre-emptive purchase of other 3rd party support providers.
- No work on this.

Nancy Lyskawa
Senior Director, Support Services Marketing Oracle Corporation Phone
972-725-3815 Cell 972-839-6961

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----- Forwarded by Nancy Lyskawa/PeopleSoft on 01/19/2005 12:27 PM -----

Denise Grills
Lyskawa/PeopleSoft@Peoplesoft
01/19/2005 12:24
PM

To: Nancy
cc:
Subject: Re: TomorrowNow

Denise Grills

Product Marketing Director
Oracle Corporation
Denver, CO
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denise_grills@peoplesoft.com

----- Forwarded by Denise Grills/PeopleSoft on 01/19/2005 11:24 AM -----

John Schiff
Grills/PeopleSoft@PeopleSoft
01/19/2005 09:30
AM

To: Denise
cc:
Subject: Re: TomorrowNow

Let's talk

John Schiff
General Manager - World
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John_Schiff@PeopleSoft.com

----- Forwarded by John Schiff/PeopleSoft on 01/19/2005 09:30 AM -----

"John Wookey"
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juergen.rottler@oracle.com, patty.silveria@oracle.com,
Les_Wyatt@peoplesoft.com,
01/19/2005 09:27

To:
cc:
David_Siebert@peoplesoft.com,
John_Schiff@peoplesoft.com,

ORCL00382996

"SUMMERS, JOEL" <JOEL.SUMMERS@oracle.com>
AM

Subject: Re: TomorrowNow

All,

I read the news on this at 5a.

While I am unsure that SAP's acquisition of TommowNow creates any more issues for us in customer retention, it underscores the need for us to take action.

Dave (Siebert),

I know that you are in a transitional role now, but would ask you to work with Joel, Dave Hare, John and Les to develop a plan to maximize customer retention.

It should include:

1. Proactive communication with JDE customer base on our World and E1 plans. This should include both electronic communication and in person customer group meetings.
2. An analysis of the value proposition for JDE customers to stay with Oracle for both support and future product upgrades.
3. Analysis of SAP's offering to JDE customers and what a likely migration scenario could be
4. Analysis of pre-emptive purchase of other 3rd party support providers.

Is this something that you could get started?

John

david_hare@peoplesoft.com wrote:

John, Juergen,
Things are going to get mighty interesting real soon. I'll see if I can get more info on it and pass it along.

David Hare
Group Vice President
Support Services
Office: 925/694-5078
david_hare@peoplesoft.com

-----Forwarded by David Hare/PeopleSoft on 01/19/2005 07:02AM -----

To: David Hare@PeopleSoft
From: Leila Anthony/PeopleSoft
Date: 01/19/2005 06:20AM
Subject: TomorrowNow

ORCL00382997

Leila Anthony
Director, Global Customer Care
Products & Technology
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leila_anthony@peoplesoft.com