

EXHIBIT DD

Message

From: Schubart, Ruediger [/O=SAP/OU=EUROPE1/CN=RECIPIENTS/CN=000000032961]
Sent: 10/24/2005 12:56:50 PM
To: Oswald, Gerhard [/O=SAP/OU=EUROPE1/CN=RECIPIENTS/CN=000000034905]
CC: Hommel, Uwe [/O=SAP/OU=EUROPE1/CN=RECIPIENTS/CN=000000032876]; Fanghaenel, Karsten [/O=SAP/OU=EUROPE1/CN=RECIPIENTS/CN=000000115438]
Subject: 7. Update zum CRM Review
Attachments: CRM_Review_II_with_Henning_2005_10_23 V7.zip
Importance: High
Sensitivity: Company Confidential

Hello Gerd,

The second part of the CRM review took place today.

Participants: Henning Kagermann, Shai Agassi (on video conference), Peter Kirschbauer, Bob Stutz,

Darc Dencker-Rasmussen, Pat Bakey, Erik Tiden, Junjhar Singh, Bernd Leukert, Tobias Dosch,

Michael Spindler

Karl-Heinz was brought in for 10 minutes at about 5:30 p.m.

Time: 3:00 p.m.–6:00 p.m.

The following agenda points were presented by Development/Solution Management (see appendix):

- Situation recap and market dynamics

- New CRM development plan

The development plan through Q2 2007 will be enabled through the Drop the Platform adoption, Netweaver adoption, ESA Consumption, ERP adoption, CRM Exchange Projects and the CCE Retrofit.

Bob does not formally want any additional budget for this. However, the support for IMS from the PTU is causing pressure for him, because he is estimating 50 FTEs (full time equivalents).

There is currently still no agreement with IMS with regard to how IMS can support the CRM development.

At this point, Henning had Karl-Heinz brought in and decided that IMS would make 30 experienced developers of PTU available. They should replace the new installations/third party resources.

In the introduction of the development plan, the architecture problems (diversity of various technologies, supportability, etc.), which not only determines the TCO at the customer but also the maintenance effort required, were not discussed.

- CRM Express update

- Risk mitigation & growth plan during the development phase

The recommendation of 15 Safeguarding and 5 MaxAttention through sponsoring of SAP to financing was rejected by Henning. Henning does not want to "pamper" the customer too much. He would rather put up with fewer escalations.

CONFIDENTIAL INFORMATION

SAP-OR00379359

UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF CALIFORNIA

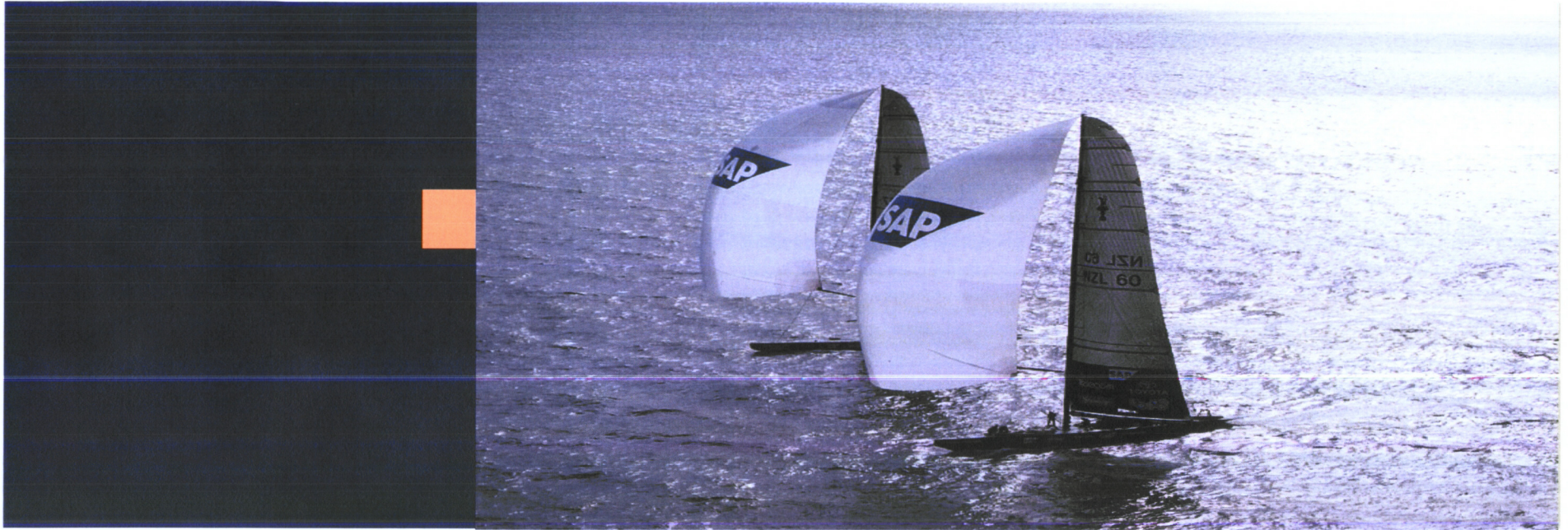
Case #: 07-cv-01658-PJH

PLNTF EXHIBIT NO. 0245

Date Admitted: 11/4/05

BY: [Signature]

Nichole Heuerman, Deputy Clerk



CRM Review II

October 24th, 2005 3-7pm CET

| Attending | |
|------------------------|--------------------|
| Henning Kagermann | Executive Board |
| Shai Agassi | Executive Board |
| Peter Kirschbauer | PTU Applications |
| Bob Stutz | CRM |
| Darc Dencker-Rasmussen | CRM |
| Pat Bakey | SAP America CRM |
| Harald Stuckert | Custom Development |
| Ruediger Schubart | Support |
| Bernd Leukert | Quality Governance |
| Tobias Dosch | Board Assistant |
| Michael Spindler | Board Assistant |

THE BEST-RUN BUSINESSES RUN SAP



Oracle acquisition of Siebel : Impact on CRM & Business Suite revenues

Key Message:

- Historically, SAP's unique end-to-end process story and vendor viability enabled CRM wins while masking drawbacks in core CRM product.
- SAP competitive edge diminished by 40% post SEBL acquisition**
- Core CRM deals drive x1.1 other SAP revenue²; ~ €1.52B of SAP SW revenue at risk over 3 years.

| Primary Reason for Win Against Competitors ¹ | Pre Acquisition | Post Acquisition Impact | |
|---|-----------------|-------------------------|--|
| | % of deals | % of deals | |
| Sales ability to execute | 35% | 35% | ■ Assume no major changes. Need renewed CRM enablement efforts |
| End to end process story | 30% | 10% | ■ SEBL can claim end-to-end process thru integration to ORCL, until they deliver we can win some times on FUD but only for 18 months |
| Vendor viability | 20% | 0% | ■ SEBL vendor viability no longer in question |
| CRM product Capability | 15% | 15% | ■ Becomes new battleground focus |
| | 100% | 60% | Ability to win diminished by 40% |

Field Evidence

Sample deals won with end-to-end process story and vendor viability – would not be won today :

- Earthlink €1.6M CRM € 6.4M Total
- Rockwell €4.7M CRM €16.0M Total
- Timkin €4.7M CRM € 8.9M Total
- Total** **€ 11M CRM €31.3M Total**

| | 2006 | 2007 | 2008 |
|---|------|------|-------------|
| Total Opportunity (b. Euro) (CRM + x1.1 *50% Business Suite) | 1.0 | 1.2 | 1.6 |
| Revenue under threat through reduction in competitive ability (calculated at 40%) | 0.40 | 0.48 | 0.64 |
| At Risk (Billion Euro) : | | | 1.52 |

1 - Based on Field Sales survey for competitive U.S CRM Deals Q1 2004 – Q3 2005

2 - Impacted Business Suite estimated based on U.S COPA Q304 thru Q205 data where CRM was core portion of overall deal. Calculated at 50%