

# EXHIBIT U

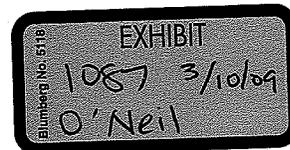
Message

**From:** CN=Owen O'Neil/O=TomorrowNow  
**Sent:** 4/8/2005 9:49:43 AM  
**To:** CN=Krista Peden/O=TomorrowNow  
**Subject:** Latest Version  
**Attachments:** Cost Benefit V6.ppt

Added a few more things.



Cost Benefit  
V6.ppt



CONFIDENTIAL INFORMATION

TN-OR02942461

UNITED STATES DISTRICT COURT  
NORTHERN DISTRICT OF CALIFORNIA  
Case #: 07-cv-01658-PJH  
PLNTF EXHIBIT NO. 0196  
Date Admitted: \_\_\_\_\_  
By: \_\_\_\_\_  
Nichole Heuerman, Deputy Clerk



TomorrowNow, Inc.

# Scaling Models for PeopleSoft Support

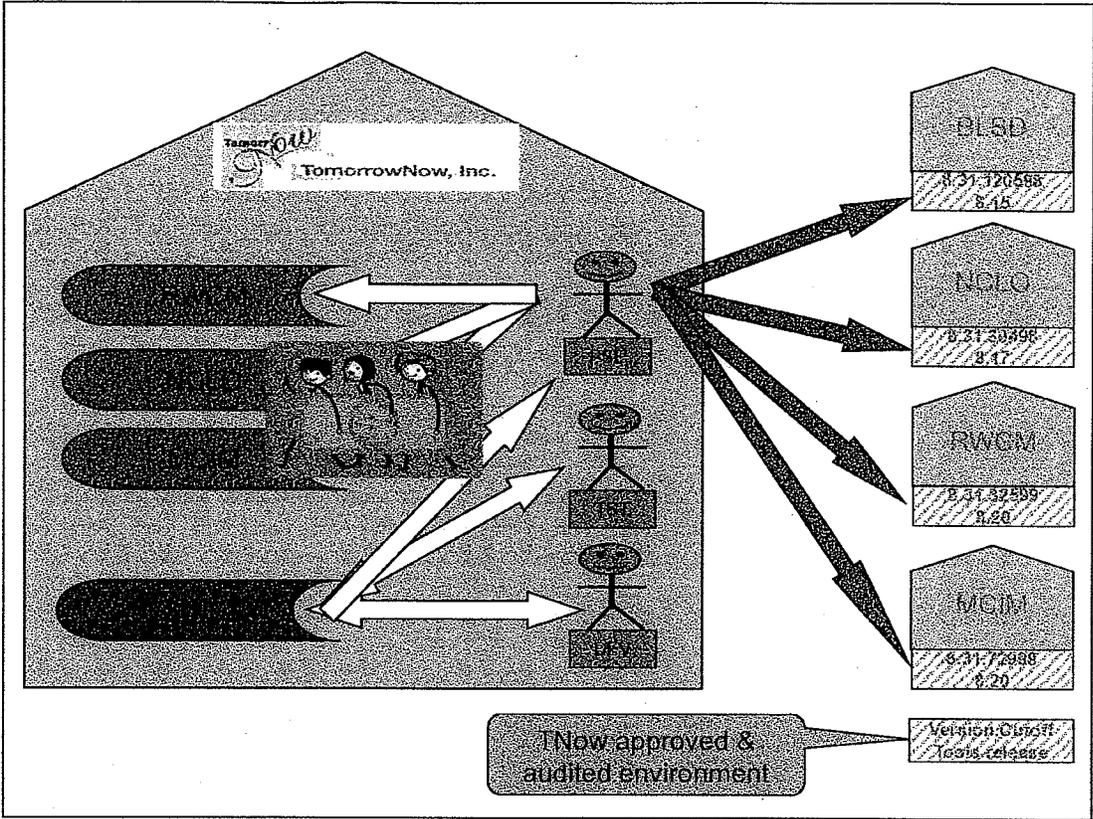
Feasibility/Cost/Benefit  
Analysis

## Proposed Models

- **Yellow (all yellow)**
  - All customers in house (existing model)
- **Blue (all blue)**
  - All customers required to provide a remotely accessible environment 24/7
- **Green**
  - Some customers in house, some remote

## All Models

- Would benefit from new and/or refined automation procedures
- Will benefit from additional Automation
- Would benefit with Environments on demand (EOD)



## Yellow - Cost

- Infrastructure: Most expensive
  - In house Equipment
  - Software Licenses
- Human Capital: Least expensive
  - Business as usual

## Yellow - Stability

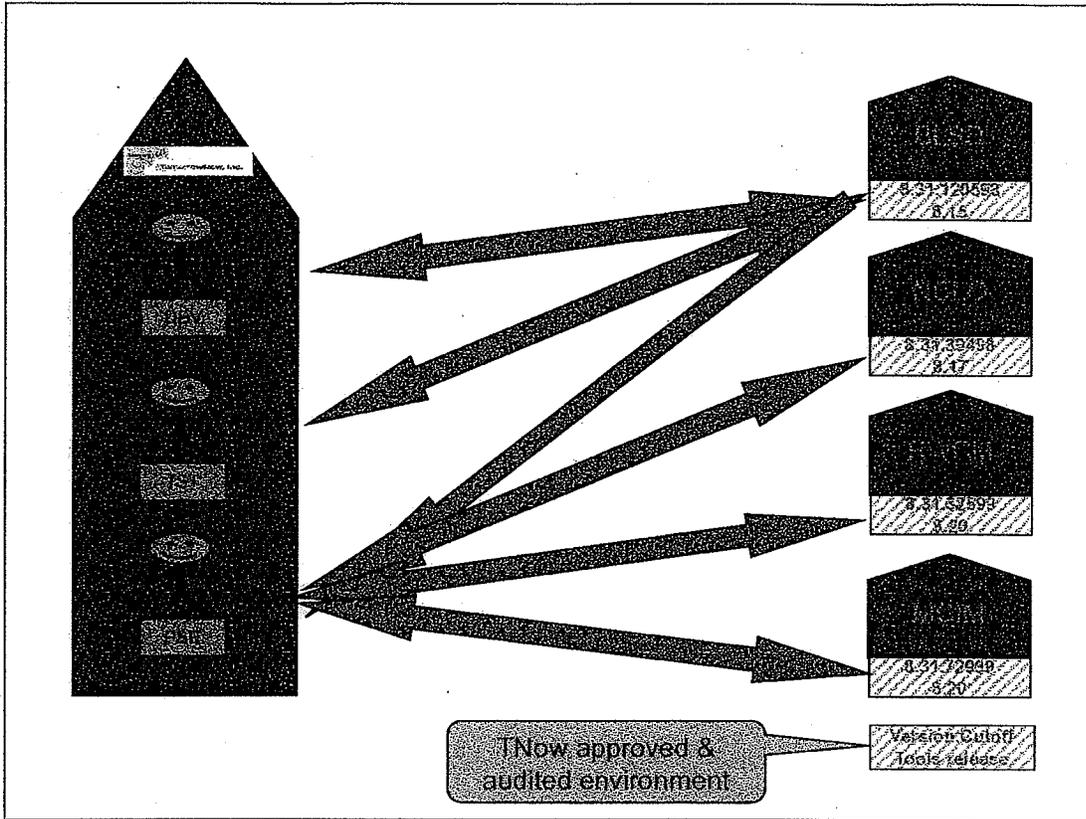
- Most stable model
  - Infrastructure
    - All equipment in house
    - Fix mastering definitely done by us
    - In house admin, tech support, etc.
  - No need for verification, auditing, and monitoring

## Yellow - Scalability

- Simplest Model
  - As we scale, infrastructure grows
    - Single procedure for on boarding
    - Lead time for setup
  - No connection issues
  - No additional procedures required
  - # of new customers limited to space available or obtainable

## Yellow - Considerations

- Huge idle infrastructure  
(Unless on demand environments are used)
- Risk : Most likely to make SAP nervous



## Blue - Cost

- Infrastructure: Least expensive
  - No In house Equipment
  - Minimal Software Licenses
  - Cost of connectivity (VPN, Webex, etc.)
  - Remote equipment cost
- Human Capital: Most expensive
  - The need to develop and test on a remote DB will decrease efficiency
  - If all blue: Transition of existing customers

## Blue - Stability

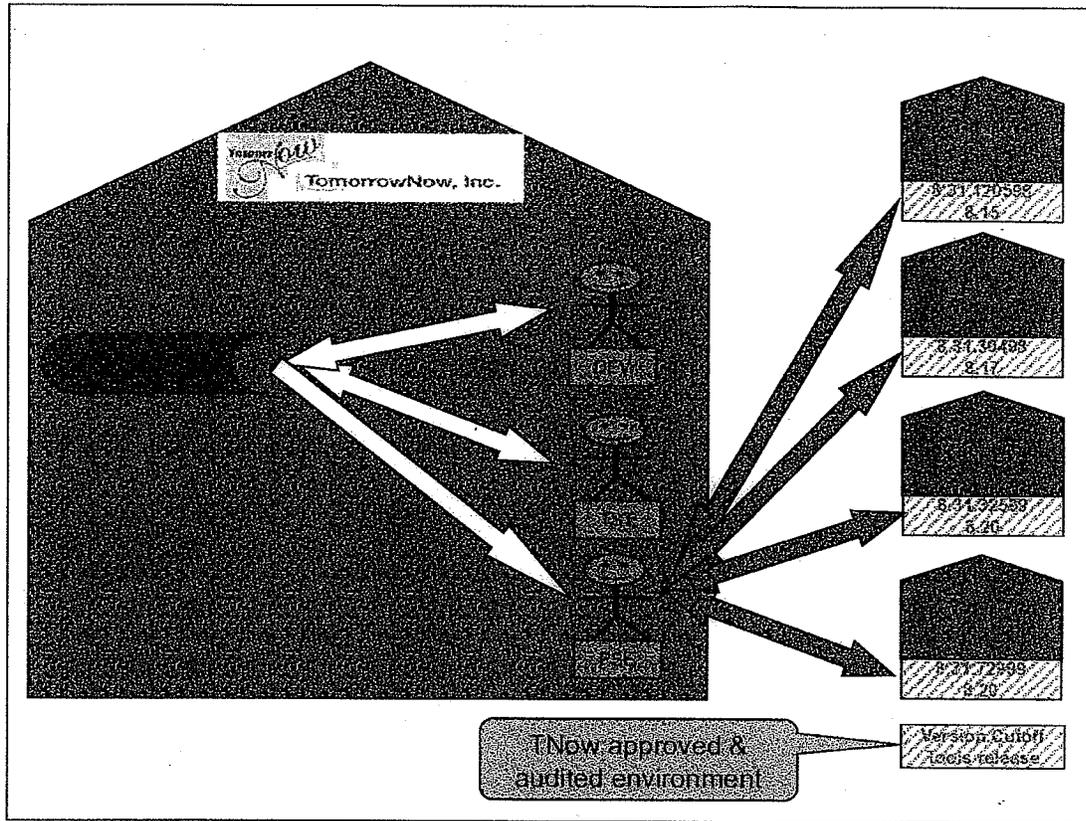
- Least Stable Model
- Customer responsibilities
  - Fix mastering & lead time for setup
  - Backup and Restore
  - Secure environment
  - 24/7 Connectivity
  - Increased communication needs
- Need to monitor system condition

## Blue - Scalability

- Low infrastructure overhead
- No limit to # of supported customers
- If we are all blue:
  - Since all Development and testing will be done remotely, no sharing or recycling of work
  - Require more developer hands in lieu of massive automation

## Blue - Considerations

- If we are all blue and without extensive automation, redundant effort is needed.
- Ownership of equipment
- Who fix masters the environment
- Standard access Method(s)
- Risk : Least likely to make SAP nervous



## Green - Cost

- Need a Yellow seed customer for each flavor. (Our existing customer base will suffice)
- Increased complexity due to multiple paths
- Yellow and Blue costs, based on Y/B proportion (hw, sw, ppl)
- When we need a seed environment, we need to entice a customer to be Yellow.

## Green - Stability

- Yellow and Blue stability issues, based on the Y/B ratio.
- Given that new customers will be blue, with the customers being in control, we need to develop standards and procedures to insure the stability of our growing blue population.

## Green - Scalability

- Yellow and Blue scalability, based on Y/B proportion.
- With new customers being blue, this should scale very well.

## Green - Considerations

- Automate access to environments, whether Yellow or Blue.
- Environments on demand
- Technically, TNow is currently green, with a ratio of 99 % Yellow and 1% Blue
- In general, new customers should be blue, except for seeds where needed.

## What about fusion (rel 9) ?

- If I was Larry (aka Rat Bastard), I would make it as hard as possible for TNow to support 9.
- The all blue model would be the likely candidate.