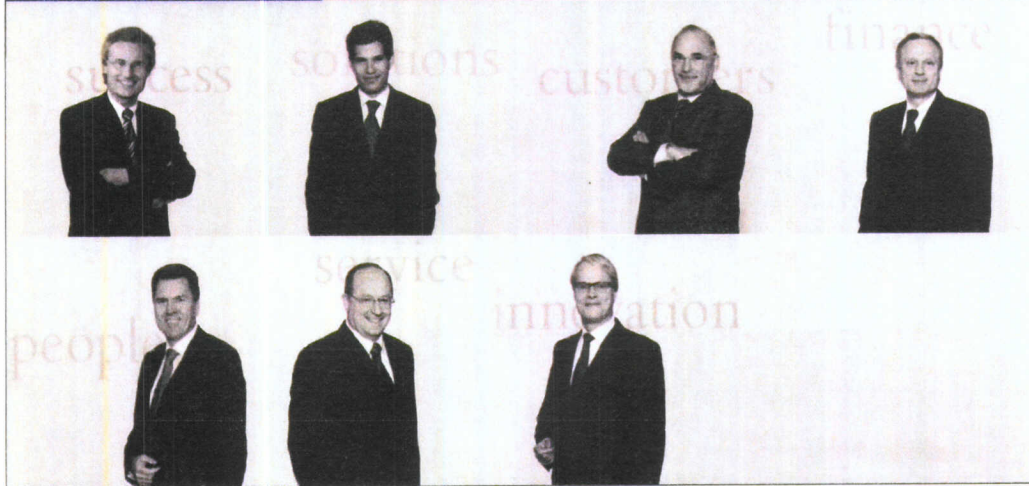# EXHIBIT E
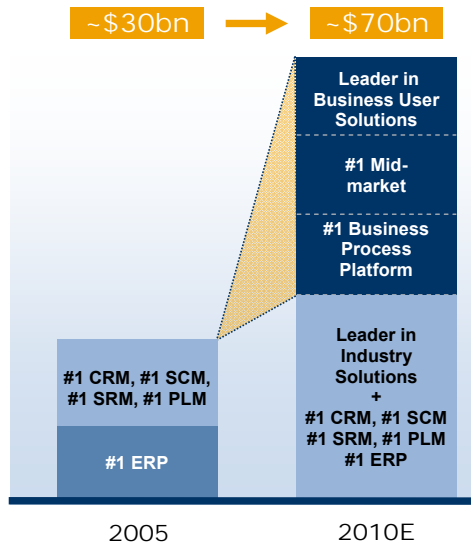
TomorrowNow
Global Leadership Meeting
Lake Tahoe, January 11, 2007

Thomas Ziemen
Service Solution Management, SAP AG

1

SAP Priorities by Cluster

Expand Addressable Market by Organic Growth

~$30bn → ~$70bn

2005

- #1 CRM, #1 SCM, #1 SRM, #1 PLM
- #1 ERP

2010E

- Leader in Business User Solutions
- #1 Mid-market
- #1 Business Process Platform
- Leader in Industry Solutions + #1 CRM, #1 SCM #1 SRM, #1 PLM #1 ERP

Cluster	Priorities
Business User	■ Duet ■ Usability (Project Muse) ■ Analytics
Midmarket	■ A1s without compromise ■ Modernized simplified A1 ("New A1") ■ "New A1" as appliance for 2 industries ■ CRM on Demand, deployment models
Platform	■ Service Enablement of ERP2005 (BPP) ■ Establish SAP NetWeaver as the integration platform #1 ■ Enterprise SOA showcases ■ Ecosystem
Industries	■ Improve solution for "services industries" ■ New industry positioning
Suite	■ Stabilize CRM ■ Accelerate ERP upgrade ■ End-to-end supportability ■ SCM
Best-Run SAP	■ BPR for volume business

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SAP

2

Accelerated Progress Towards 2010 Vision...

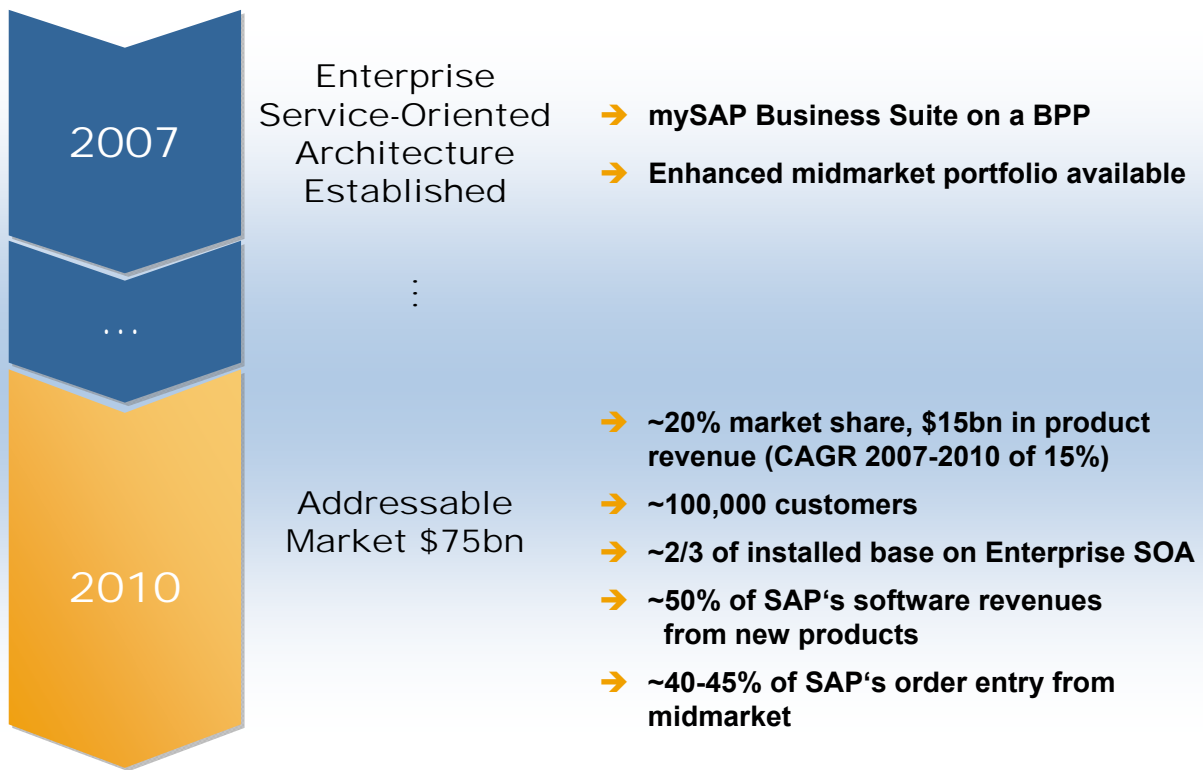**2006** — Launch Strategic Products
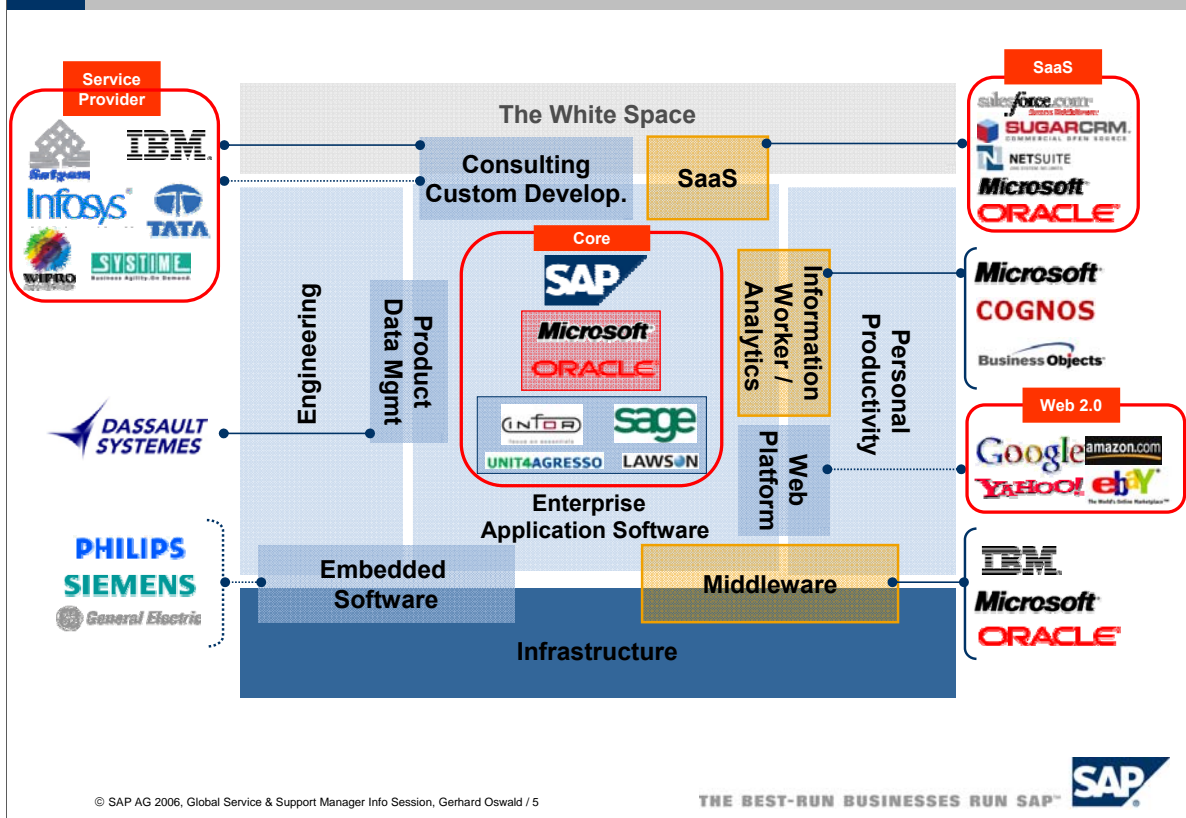
- ✓ mySAP ERP 2005 generally available
- ✓ mySAP ERP evolves into a BPP
- ✓ Duet, SAP xApps
- ✓ SAP Analytics, BI-Accelerator
- ✓ SAP CRM On-Demand
- → First pilot customer testing of enhanced midmarket portfolio

2007 — ESOA Roadmap Completed

- → mySAP Business Suite on a BPP
- → Enhanced Midmarket portfolio available

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...And Doubling of Addressable Market by 2010

2007

...

2010

Enterprise Service-Oriented Architecture Established

Addressable Market $75bn

→ mySAP Business Suite on a BPP

→ Enhanced midmarket portfolio available

→ ~20% market share, $15bn in product revenue (CAGR 2007-2010 of 15%)

→ ~100,000 customers

→ ~2/3 of installed base on Enterprise SOA

→ ~50% of SAP's software revenues from new products

→ ~40-45% of SAP's order entry from midmarket

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Comprehensive Competitive Environment

5

Oracle Building Blocks

Oracle – Complete Stack

Chronology of Oracle's Growth by Acquisition Strategy

2005

Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Oct	Nov	Dec

PeopleSoft/ JD Edwards ($ 10.3B) — Retek ($ 0.7B) — Oblix — TripleHop — ProfitLogic — TimesTen — Context Media — i-Flex ($ 1.0B) — G-Log — Innobase — Thor — OctetString — TempoSoft

2006

Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Oct	Nov	Dec

Siebel ($ 5.9B) — 360Commerce — HotSip — Sleepycat — Net4Call — Portal Software — Demantra — Telephony@Work — Sigma Dynamics — Sunopsis — MetaSolv — Stellent — SPL

2005 Acquisitions

- **Context Media:** Enterprise content integration software
- **G-Log:** Logistics management
- **i-Flex:** Banking
- **Innobase:** Open source database
- **Oblix:** Identity management
- **OctetString:** Identity management
- **PeopleSoft/JD Edwards:** Enterprise applications
- **ProfitLogic:** Retail
- **Retek:** Retail
- **TempoSoft:** Retail
- **Thor:** Identity management
- **TimesTen:** Real time data management software
- **TripleHop:** Enterprise search products and technology

> **Since January 2005, Oracle has made more than 20 acquisitions, totaling approx. US$ 21B**

2006 Acquisitions

- **Demantra:** SCP
- **Portal Software, HotSip and Net4Call:** Telecom software
- **Siebel:** CRM
- **Sigma Dynamics:** Real-time predictive analytics technology
- **Sleepycat:** Open Source DB
- **Telephony@Work:** Telecom software
- **360Commerce:** Retail
- **Sunopsis:** Data integration
- **MetaSolv Software:** OSS service fulfillment, media & communication
- **Stellent:** Enterprise content management software
- **SPL:** Utilities & tax management software

> **„Oracle would have to spend an est. $17B on acquisitions to generate a sustained EPS CAGR of 20% over the next three years (2007-2009) "** *BernsteinResearch, Oct16, 2006*

Financial Performance – SAP vs. Oracle (1/2)

ORACLE

Product	Q1/FY07 in US$ millions	YoY	R4Q (Q2/06-Q1/07) in US$ millions	YoY
Product	**2,745**	**+29%**	**12,407**	**+21%**
■ Software	804	+28%	5,079	+22%
– Applications	228	+80%	1,404	+66%
– Database & Middleware	576	+15%	3,675	+11%
■ Maintenance	1,941	+18%	7,328	+20%
– Applications	700	+16%	2,738	+39%
– Database & Middleware	1,241)	+20%	4,590	+11%
Services	**846**	**+33%**	**3,049**	**+20%**
■ Consulting	633	+33%	2,272	+17%
■ Training	88	+19%	339	+16%
■ On Demand	125	+49%	438	+40%
Total	**3,591**	**+30%**	**15,456**	**+21%**

Rolling 4 Quarters

47% (-1)
33% (+1)
3% 2% 15%

□ Software ■ Maintenance
■ Consulting ■ Training
□ On Demand

SAP
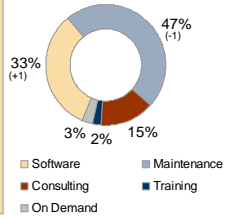
Product	Q3/2006 in US$ millions*	YoY	R4Q (Q4/05-Q3/06) in US$ millions*	YoY
Product	**1,994**	**+13%**	**7,956**	**+14%**
■ Software	875	+17%	3,699	+16%
■ Maintenance	1,119	+10%	4,257	+13%
Services	**827**	**+8%**	**3,308**	**+11%**
■ Consulting	712	+8%	2,847	+10%
■ Training	115	+8%	461	+15%
Other	**21**	**-11%**	**88**	**-9%**
Total	**2,842**	**+11%**	**11,352**	**+13%**

37% (-1)
33% (+1)
1% 4% 25%

□ Software ■ Maintenance
■ Consulting ■ Training
□ Other
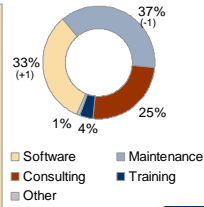
Source: SSM

* SAP revenues in US$ based on quarter end exchange rates

© SAP AG 2006, Oracle Strategy Review / Nov 21, 2006 / T. Ziemen / 9
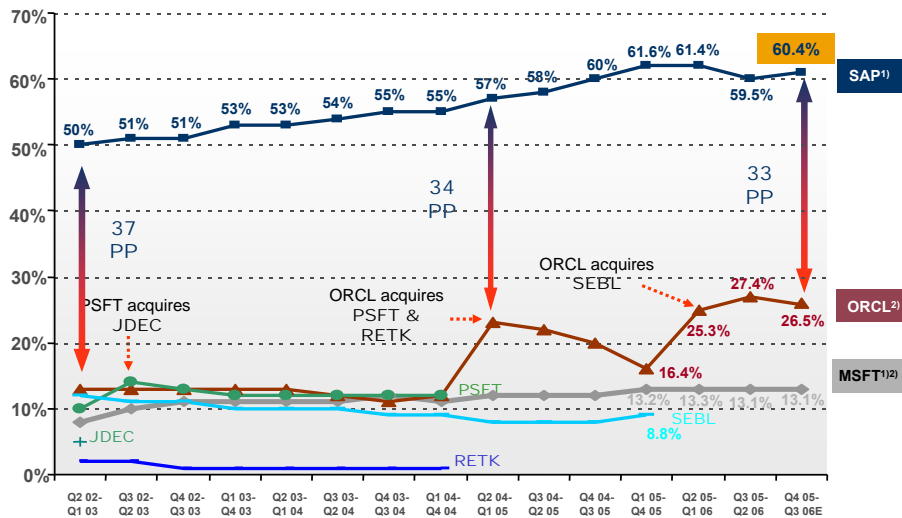
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9

Relative Size – Total Software Revenue

(rolling 4 quarters; based on application software revenues)

Source: CMI Analysis based on Company Data and Financial Analysts Estimates as of October 12th 2006
1) Forecast by Financial Analysts (MSFT) and SAP internal estimates
2) Fiscal year is not calendar year - Comparison based on most recent quarter (e.g. SAP Q1 vs. Oracle Q3)

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10

New Application License Revenue – SAP vs. Oracle

New Application License Revenue (in US$ Mn*)
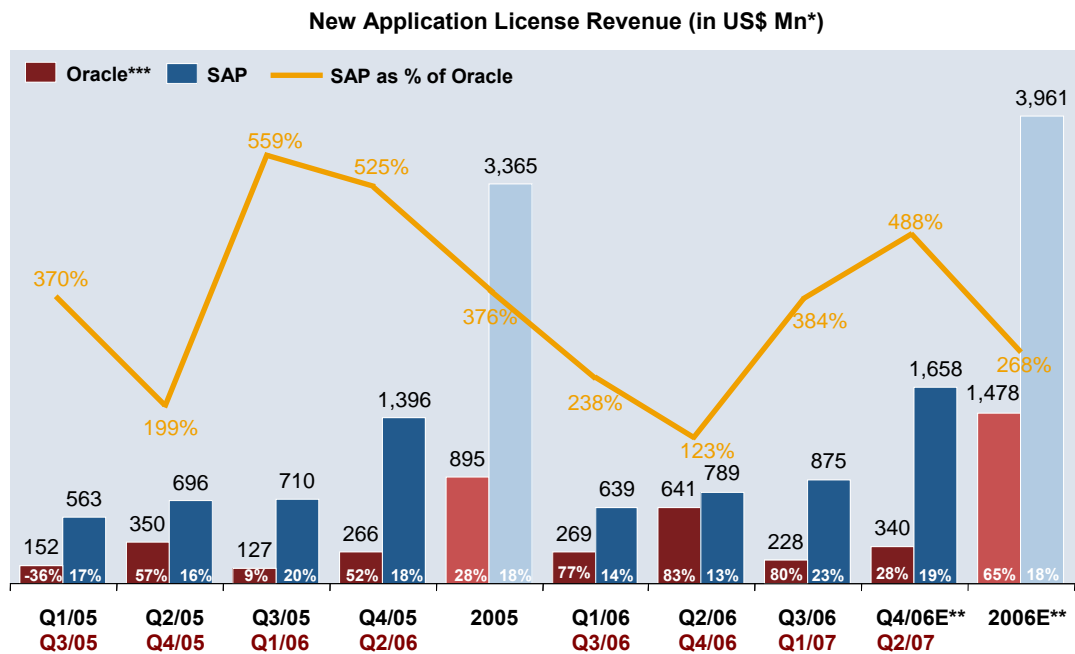
* SAP revenues in US$ based on quarter end exchange rates
** Estimates based on analyst reports from CIBC, Jefferies & Company, Morgan Stanley
*** Closest respective quarters (Oracle Fiscal Year ends May 31)

Source: SSM

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Oracle Q2/FY2007 Results – New Application Licenses

- On December 18, Oracle reported new application license revenue of US$ 340M for Q2/FY2007 which is an increase of 28% over Q2/FY2006
- Oracle's application growth is overstated since the comparison does not consider the independent results for Siebel in Q2/FY2006 (-11% adjusted growth instead of +28%)

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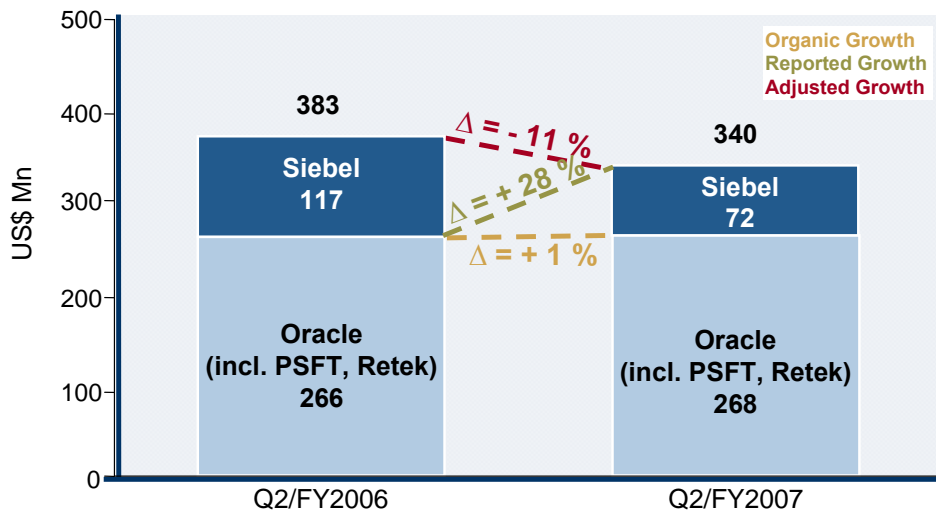
"Let's beat the enemy" – SAP vs. Oracle

"Let me give you a word of warning and it's a very serious word of warning. **We have just won a few battles. This is the beginning of the war, not the end of the war**. You have to assume my dear colleagues that we are dealing with a **very shrewd, very smart, very tough and a very rich competitor**. And it will not simply sit there and simply accept the fact that we are going to take every day market share away from them (…) We are just at the letter A and we have many more letters to work our way through (…) So I'm calling on everyone: the war is out there, we are dealing with a very mean, very tough competitor and on behalf of everyone who fights these people every day I'm calling upon everyone: **let's act as a united SAP so that we can beat the enemy** (…)"

Leo Apotheker
Member of the SAP AG Executive Board
SAP AG

Source: SSM

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Battleground: Oracle vs. SAP

Maintenance (Installed Base)

Oracle Weapons

Defensive	Offensive
• Applications Unlimited +	• OFF SAP Program o
• Lifetime Support +	• Systime -

SAP Weapons

Offensive	Defensive
• Safe Passage +	• Maintenance Strategy +
• TomorrowNow ++	• MAR Program +

o **+**

(New) Applications

SAP Weapons

Defensive
- Best of suite ++
- Industry Solutions ++

Offensive
- ESOA Roadmap +
- Midmarket Solutions/A1S +

Oracle Weapons

Defensive
- Best of breed (on OFM) +
- Oracle Accelerate o

Offensive
- OnDemand (e.g. Siebel) +
- Fusion Apps +

+

o

SAP

Oracle

SAP Weapons

Defensive
- Ecoystem (SDN) +
- Netweaver o

Offensive
none

Oracle Weapons

Defensive
- Ecoystem (ODN) ++
- Technology Bundles +

Offensive
- Fusion MW ++

o

+

Middleware

o **o**

Oracle Weapons

Defensive	Offensive
• 11g Grid computing ++	• Linux Support o
• Technology Bundles +	

SAP Weapons

Offensive	Defensive
• Push DB2 and SQL Server +	none
• Project „No Database" ++	

Database

Safe Passage Update
January 11, 2007

Thomas Ziemen
Service Solution Management
SAP AG

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Safe Passage Offering

> **Safe Passage is a smooth way consisting of license credit, maintenance and productized migration support for constrained Oracle customers who want to escape uncertain waters and enter the safe haven of SAP.**

Applications

- Best-in-class mySAP business software applications
- Integration of your IT landscape (SAP NetWeaver)
- Recognition of your previous investments (up to 75% license credit) in Oracle, PSFT, JDE, Siebel or Retek

Migration Services

- A flexible roadmap to the future, founded on SAP NetWeaver*
- Assessment of current Oracle, PSFT, JDE, Siebel or Retek implementation
- Free of charge migration tools and predefined content provided by SAP and Partners

Maintenance

- Support for PSFT, JDE or Siebel via SAP subsidiary, TomorrowNow
- 50% savings on current support and maintenance fees

* included with your mySAP license

Source: SSM

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Safe Passage Offering – Extended in the Course of Time

SAP Apps		TomorrowNow
2005		
PeopleSoft, JD Edwards	Jan	PeopleSoft, JD Edwards
Retek	May	
	Sep	
Siebel	Oct	
2006		
Oracle EBS*	Jan	
	May	Siebel
Baan (EMEA C only)	Dec	
2007		
	Jan	Baan**
	Apr	Oracle EBS***

*   Not officially announced, but part of Safe Passage Program according to Apollo
**   Not finally decided yet (depending on demand development in EMEA C)
*** Not decided yet (Board approval needed)

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What is Safe Passage?

A current Oracle, PeopleSoft, JD Edwards, Retek, or Siebel customer that chooses to either replace their existing implementation in favor of SAP or defer migration to Oracle Fusion by purchasing a maintenance contract from TomorrowNow.

Software Discount:

- **The customer accepts the license discount from SAP and replaces their existing PSFT, JDE, Siebel, Retek, or Oracle E-Business implementation**

TomorrowNow Maintenance Only:

- **The customer just purchases a TomorrowNow maintenance contract**

Competitive Replacement:

- **The customer replaces their existing PSFT, JDE, Siebel, Retek, or Oracle E-Business implementation but the deal is not officially booked as Safe Passage**

Safe Passage/TomorrowNow – Installed Base

26 Joint Customers

266 Safe Passage Customers *

Characteristics:
- Larger customers
- Upgrades planned
- SAP experience (already SAP customer, Joint customers)
- "No Oracle"-strategy
- Short project cycles
- High support risk aversion

216 TomorrowNow Customers

Characteristics:
- Smaller customers
- Not SAP-minded
- No SAP experience / history
- Running on old releases (functional gaps)
- No upgrades considered
- Not decided yet ("Shoppers")

Galbani · HIGH COMPANIES · SPX · Newport · THE OKLAHOMAN · FUJITSU SIEMENS · CENTRAL Garden & Pet · BrainLAB · ciber · EDISON · AMGEN · INFORMATICA · Rockwell Automation · VEKA · océ · Rothäppchen · zimmer · Honeywell · HAWORTH · THE HOME DEPOT · PETSMART · HOLLAND CASINO · COTY · WM WASTE MANAGEMENT · MERCK · NATIONAL FOODS

Status December 31, 2006,
* Safe Passage December deals not included yet
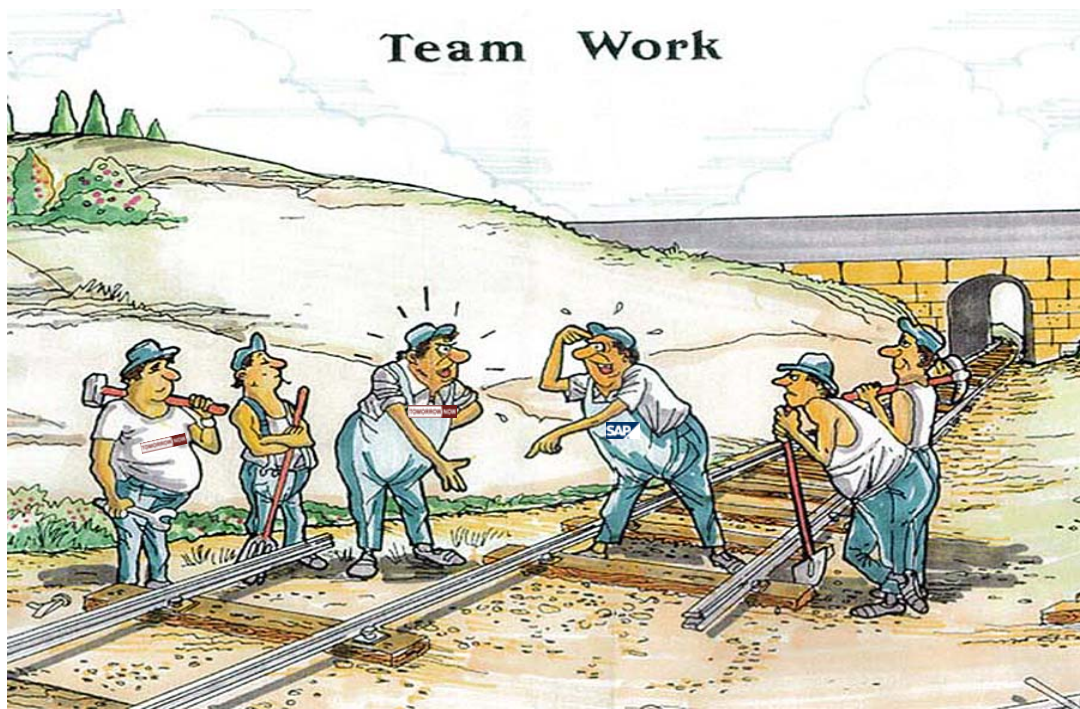
THE BEST-RUN BUSINESSES RUN SAP™ **SAP**

Safe Passage – Customer Tracking

Customer Tracking, Jan 2007

	No.	% of Total
Total Number of Safe Passage Customers	266	100 %
With Called-Off SAP Installations	187	70 %
With Messages („Active Installations")	168	63 %
With Prod. Systems („Live Customers")	135	51 %
Customer Satisfaction* (n=47)	8.0 (SAP average: 7.4)	

* CSS 2006, Q18: „Overall Satisfaction with SAP Service & Support" /
10-point scale (1= very dissatisfied, 10= extremely satisfied)

Source: SSM

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SAP®

© SAP AG 2006, *Thomas Ziemen, Service Solution Management*

Outlook 2007: Conversion Program
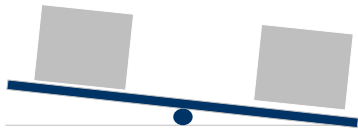
30% of TomorrowNow customers think TomorrowNow is a first step on the road to SAP
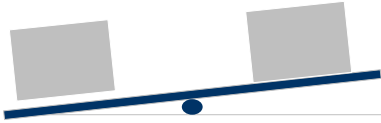
20% of TomorrowNow customers think SAP is too big for them as they are smaller companies

50% of TomorrowNow customers are open and know they will switch somewhere

Source: Assumption from Bob Geib - TomorrowNow

THE BEST-RUN BUSINESSES RUN SAP™

Convert2Win: Customer Segmentation 2007

TomorrowNow Installed Base	201 customers (Status: Nov. 2006)
TNow/SAP Joint customers	**58 customers** (Status: Nov. 2006)
Check Contract Duration	Step 1: check contract duration ■ If contract duration is short, e.g. 1 year, go to Step 2
Check Profile	Step 2: check customer profile ■ Release status: is the customer running older releases, e.g. PSFT 7.x? ■ Mindset: is the customer „SAP-minded"? To be checked w/ TNow
Engage w/ Customer	Step 3: engage w/ customer (assumption: 5 to 10 customers) ■ Different options available: at customer site, infoday, invitation to Sapphire, etc.

Customer segmentation to be done in January-February 2007
in collaboration w/ TomorrowNow

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SAP

Safe Passage Applications – Key Achievements 2006

Safe Passage – 2006 Customers
Cumulative Number of Deals

Chart values:
- Q1/06: 27
- Q2/06: 74
- Q3/06: 126
- Q4/06: 126 (200* / 74* forecast)
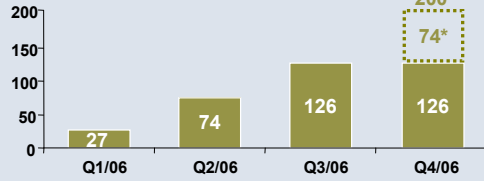
- 126 Safe Passage deals signed in 2006 (50 Americas, 23 EMEA C, 29 EMEA N, 24 APA)
- 140 Safe Passage deals signed in 2005 (77 Americas, 17 EMEA C, 28 EMEA N, 18 APA)

* Forecast

Safe Passage – 2006 License Revenue
Cumulated Yearly Net Software Value (in €M)

Chart values:
- Q1/06: 60.6
- Q2/06: 94.5
- Q3/06: 185.5
- Q4/06: 185.5 (300* / 114.5* forecast)
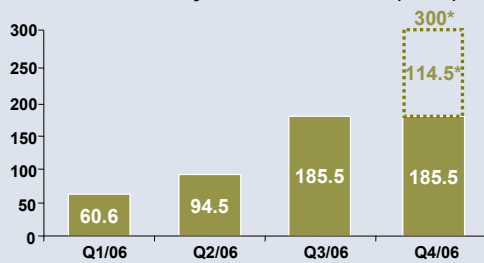
- € 185.5M license volume lost for Oracle in 2006
- Approx. € 170.0M license volume lost for Oracle in 2005

* Forecast

Selected 2006 Customers

BrainLAB
Verizon
FUJITSU SIEMENS COMPUTERS
PETsMART
BearingPoint
vodafone
Telefónica Móviles
XEROX
Fielmann
TXU Energy
中国海洋石油总公司 CHINA NATIONAL OFFSHORE OIL CORP.
WAGNER

THE BEST-RUN BUSINESSES RUN SAP™   SAP

Safe Passage – Customer Analysis by December 31, 2006

Deals by Industry

High Tech 10%
Retail 9%
Manufacturing 8%
Oil & Gas 7%
Public Sector 7%
Financials 6%
Pharmaceuticals 6%
Telecommunications 6%
Service Provider 5%
Professional Services 4%
Others 18%
Consumer Products 14%

Total 266

Deals by Product Line

JD Edwards 33%
PeopleSoft 30%
Oracle 28%
Siebel 11%
Retek 2%
Baan 1%

Total 266

Deals by Region

EMEA N 57 Deals 21%
Americas 127 Deals 48%
EMEA C 40 Deals 15%
APA 42 Deals 16%

Total 266

Deals by Contract Size

€ 0.2M – € 1.0M 40%
> € 1.0M 35%
< € 0.2M 25%

Total 266

Avg. Deal Size € 1.5M

Safe Passage – Customer Analysis by December 31, 2006

30.000 Oracle Application Customers

- Retek 1%
- Siebel 13%
- EBS 45%
- JDE 23%
- PSFT 18%

Deals by Product Line

Total 266

- JD Edwards 33%
- PeopleSoft 30%
- Oracle EBS 28%
- Siebel 11%
- Retek 2%
- Baan 1%

Deals by Region

Total 266

- EMEA N 57 Deals — 21%
- Americas 127 Deals — 48%
- EMEA C 40 Deals — 15%
- APA 42 Deals — 16%

Deals by Contract Size

Total 266

- € 0.2M – € 1.0M — 40%
- < € 0.2M — 25%
- > € 1.0M — 35%

Avg. Deal Size € 1.5M ▲

THE BEST-RUN BUSINESSES RUN SAP™ **SAP**

26

Baan Competitive Replacement Program

Market Potential

- **Target 2006: 10 deals (7 contracts already signed)**
- **Target 2007: 30 deals**

Early References in Belgium and Netherlands

Selected Implementation Partners

Milestones

- **Launch in EMEA Central in Q3 via Press Release**
  on September 25, 2006

- **Marketing campaign in Q4**
  - Baan customer satisfaction survey via external
  tele company
  - Baan customers w/ high or medium interest
  currently being mailed by SAP

- **Customer Infodays**
  - e.g. Itelligence, w/ 32 Baan customers in Stuttgart
  (currently 5 opportunities out of the event)

Maintenance & Migration Services

- **TomorrowNow**
  - As of January 1st, 2007
  - 3 dedicated headcount out of Amsterdam
  - Partner Picolog as subcontractor for second
  level support

- **Migration Tools & Content**
  - Leveraging SAP ADM infrastructure
  - First Baan content pack available in December 2006

THE BEST-RUN BUSINESSES RUN SAP™

Management Summary – TommorowNow

Value Proposition

SAP View
- Hurt Oracle by taking away maintenance revenue
- Serves as bridge for future SAP license business for (smaller, not SAP-minded customers)

Customer View
- Offer lower priced 24x7 maintenance alternative to PeopleSoft, JD Edwards, and Siebel customers with 50% savings on current support and maintenance fees
- Provide those customers with a choice to migrate to SAP (at their own pace)

Business Case Analysis

- TomorrowNow established as cornerstone of the Safe Passage Program
  - Safe Passage pipeline (403 opportunities currently in process), TomorrowNow pipeline (816 open opportunities), and revenues justify the cost of the acquisition and additional operating expenses
  - Installed base grown to 216 customers with 228 TomorrowNow customer contracts signed in 2006 (139 new contracts and 89 renewals in 2006; 121 signed in 2005 with 75 new deals and 46 renewals)
  - In total € 41.4 million reduction of Oracle maintenance revenue since acquisition of TomorrowNow
  - € 9.0 million TomorrowNow stand-alone revenue in 2006 (€ 3.5 million in 2005)

Lessons Learned

- Field: Another year needed to finalize global alignment with SAP Sales organization
- Marketing: Oracle Disruption Campaign Q3/2006 resulted in high lead success rate for TomorrowNow, i.e. high return on marketing investments
  - Oracle Turn up the Heat Campaign resulted in 150+ opportunities for TomorrowNow (17 contracts signed)
- F&A: Globalization of business in cooperation with SAP regions is a challenge and was underestimated as such ➔ Need to actively manage regional shared services for TNow

Conclusion

- TomorrowNow is a strategic investment and serves as strategic weapon against Oracle:
  - Take away maintenance revenue from Oracle
  - Create pre-pipeline of future SAP customers
- TomorrowNow still operates at a loss in 2006 but Break-even is expected for 2008 after completion of globalization and business scoping in 2007 (in line with board assumption to become a profitable business within 2-3 years after acquisition)

KPI Framework – TomorrowNow (Status December 31, 2006)

TomorrowNow Opportunities (in CoD)

- Booked
- Won
- In Process
- Discontinued
- Lost

24
9
228
74
816
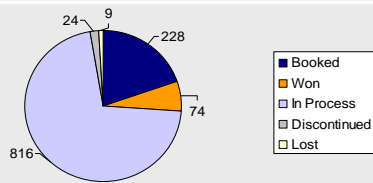
Cumulated Number of New Customers & Client Contracts in 2006

2005: 75 new customer contracts
121 total customer contracts

	Q1/06	Q2/06	Q3/06	Q4/06
New	27	54	97	139
Total	40	91	142	228

New Customer Contracts   Total Customer Contracts
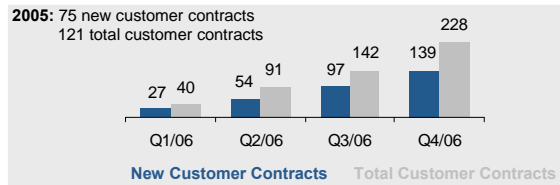
2006 Contract Volume (in €M)

	Q1/06	Q2/06	Q3/06	Q4/06
Multi-Year included	6,4	12,2	21,4	32,7
Multi-Year excluded	3,1	5,5	8,6	13,6

Multi-Year Contracts included   Multi-Year Contracts excluded
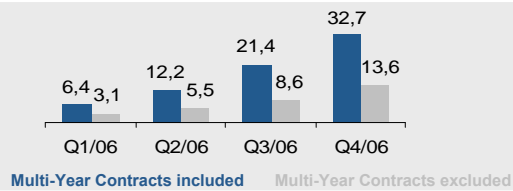
Cumulated* Maintenance Volume Taken Away From Oracle in 2006 (in €M)

	Q1/06	Q2/06	Q3/06	Q4/06
Plan	15,0	19,0	28,0	40,0
Actual	18,0	23,0	32,3	41,4

€ 10.8M maintenance volume lost for Oracle in 2005   **Plan**   Actual
* Since Acquisition (doubled contract volume of newly signed TomorrowNow deals)
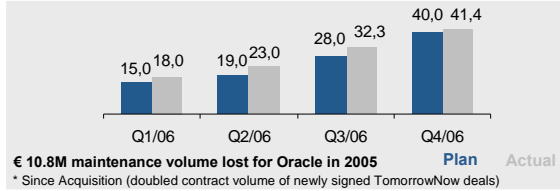
Cost vs. Revenue in 2006 (Cumulative in €M)

	Q1/06	Q2/06	Q3/06	Q4/06
Cost	4,8	9,9	14,6	20,9
Revenue	1,9	3,8	6,1	9,0

Cost   Revenue
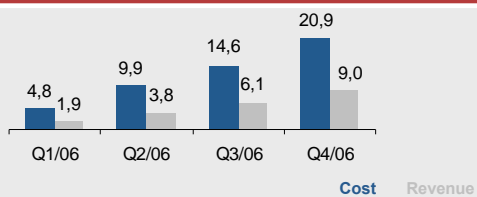
Customer Retention

- TR*IM Index <u>107</u>
- Overall Satisfaction <u>8.5</u>
  - Acc. Mgmt: 8.7
  - S&S: 8.8
- 95% as References
- 97% likely Renewal rate

TRI*M Index by Region

	Total	North America	Non-NA
TomorrowNow	107	106	110
SAP	90	107	85
Adapted SAP	100		
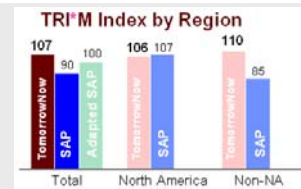
TomorrowNow
Customer Satisfaction Survey 2006

Thomas Ziemen
Service Solution Management, SAP AG

December 2006

Sample Structure

Out of 188 available addresses 63 interviews were conducted, a considerable total response rate of 33%

Sample by Region			
	Total	AME	Non-AME
Addresses	**188**	166	22
Interviews	**63**	56	7
Response rate	**33%**	33%	31%

Sample by Area of work			
	Total	IT	LoB	Other
Addresses	**125**	unknown	unknown	unknown
Interviews	**63**	55	3	5

Sample by Industry					
	Total	Manufacturing	Service Industries	Trade	Financial Services	Public Services
Addresses	**188***	87	38	13	14	34
Interviews	**63**	29	11	6	6	11
Response rate	**33%**	33%	28%	46%	42%	32%

* Industry information is missing for 2 out of 188 available addresses
Base: 2006

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Summary

- In the first customer satisfaction survey of TomorrowNow customers **a very high level of customer retention** was measured, with an overall TRI*M Index of 107
    - The customer retention level for North America (NA) is 106, for non-NA countries it is slightly higher with 110
- The **overall satisfaction with TomorrowNow** is also on a **very high level** with 8.5
- Overall, **Performance** and **Maintenance Services clearly drive customer retention**, whereas **most Benefits (e.g. 24x7 support, 30 minute response time) do <u>not</u> have a high impact**
    - In terms of Performance, **quality and reliability of maintenance support and** particularly **solution expertise are most relevant** and should be further improved
    - The **primary support engineer** for the customer's account **meets the customers' expectations**, should therefore be maintained, while other benefits such as **longer support periods or lower maintenance fees are less relevant**
    - Regarding Maintenance Services, general **problem-solving abilities in critical situations are well-performing**
- An enormous high amount of **95%** of TomorrowNow customers **consider themselves a favorable reference for TomorrowNow**
- **Almost 100% of TomorrowNow customers would renew their maintenance contract** with TomorrowNow in the future, which is another very positive feedback

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TOMORROW NOW

TRI*M Index by Region and Area of work

The **overall TRI*M Index** (indicating the level of customer retention) of TomorrowNow is performing **very high**, non-NA even higher

TRI*M Index by Region

107	90	100 *	106	107	110	85*

TomorrowNow / SAP / Adapted SAP

Total   North America (NA)   Non-NA
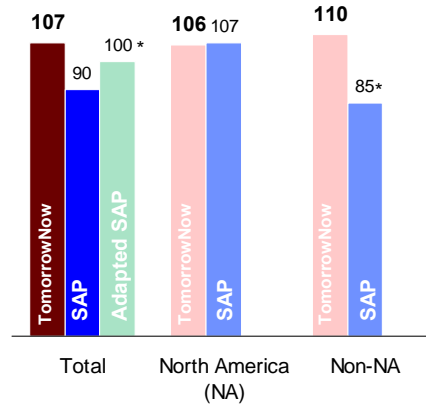
* Adapted to TNow sample: NA = USA + Canada, Non-NA = UK, Singapore, Australia, New Zealand

TRI*M Index is a calculated value based on satisfaction, recommendation likelihood, repurchase intention and competitive benefits
Base: Total: 63 / North America (NA): 56 / Non-NA: 7 // SAP global: 5,992 / SAP adapted global: 1,274 / SAP NA: 876 / SAP Non-NA: 398

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33

TRI*M Customer Typology by Region

The vast majority of TomorrowNow customers are highly retained, in particular outside of AME
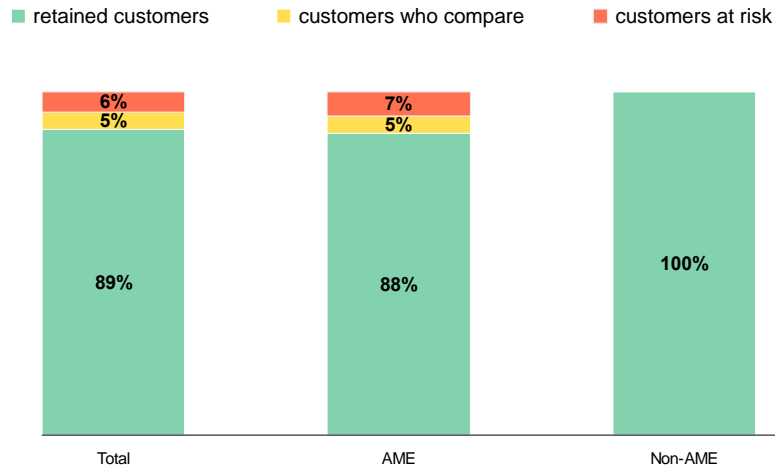
■ retained customers   ■ customers who compare   ■ customers at risk

TRI*M Customer Typology is based on the TRI*M Index and allows a categorization of customers according to their retention
Base: Total: 63 / AME: 56 / Non-AME: 7

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34

TRI*M Index by Sector

Whereas **Manufacturing and Public Services exceed** the overall TRI*M Index, customer retention is on the **lowest level in** the **Financial Services** industry
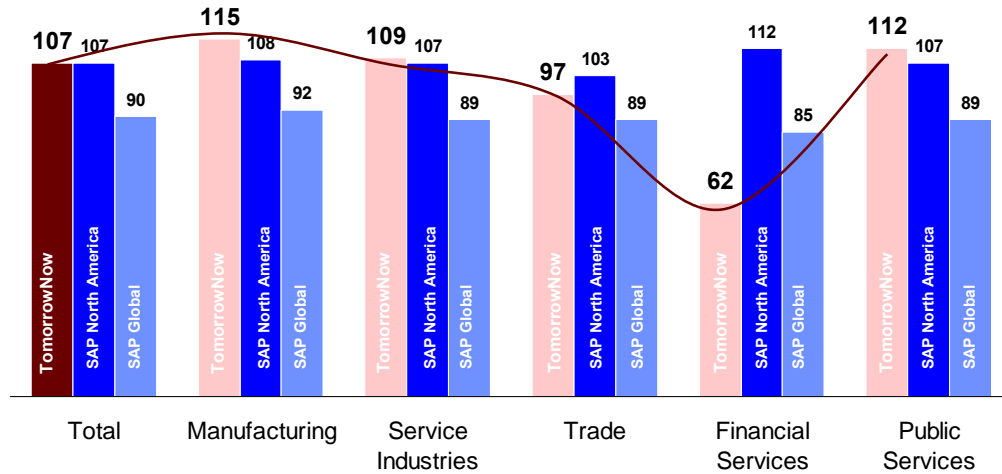
TRI*M Index is a calculated value based on satisfaction, recommendation likelihood, repurchase intention and competitive benefits
Base: Total: 63 / Manufacturing: 29 / Service Industries: 11 / Trade: 6 / Financial Services: 6 / Public Services: 11
    SAP North America Total: 876 / Manufacturing: 549 / Service Industries: 127 / Trade: 60 / Financial Services: 25 / Public Services: 115
    SAP Global Total: 5,992 / Manufacturing: 3,371 / Service Industries: 1,273 / Trade: 430 / Financial Services: 360 / Public Services: 558

TRI*M Questions

The very positive overall TRI*M Index derives from the high level throughout all four aspects of customer satisfaction and loyalty

Overall satisfaction

	Value
TomorrowNow	8.5
SAP North America	8.4
SAP Global	7.6

Likelihood to recommend

	Value
TomorrowNow	8.7
SAP North America	8.8
SAP Global	8.0

Likelihood to renew contract
(SAP: Likelihood to repurchase)

	Value
TomorrowNow	8.4
SAP North America	8.7
SAP Global	8.0

Benefits / competitive advantage

	Value
TomorrowNow	8.2
SAP North America	8.4
SAP Global	7.8

Q1: 1 is very dissatisfied and 10 is very satisfied
Q2: 1 is definitely will not recommend TomorrowNow and 10 definitely will recommend TomorrowNow
Q3: 1 is definitely would not renew maintenance contract and 10 definitely would renew maintenance contract
Q4: 1 is the benefits or advantages of using TomorrowNow are very poor and 10 the benefits or advantages of using TomorrowNow are excellent

Satisfaction with Account Management by Region

Overall satisfaction with account management among TomorrowNow customers
is on a very high level in and outside of North America
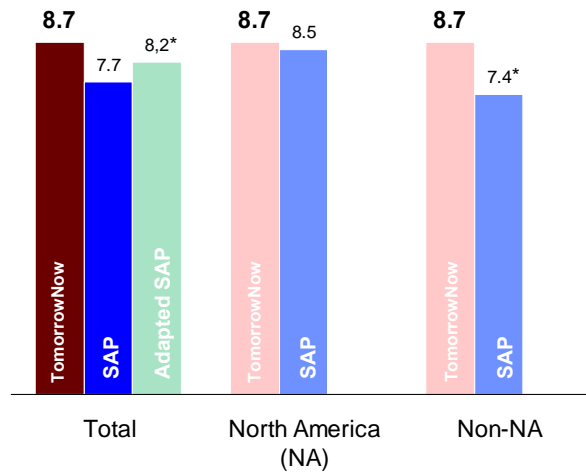
* Adapted to TNow sample: NA = USA + Canada, Non-NA = UK, Singapore, Australia, New Zealand

Q7: Using a 10-point scale, where 1 is very dissatisfied and 10 is very satisfied, how satisfied are you with TomorrowNow's account
management overall?
Base: Total: 63 / North America (NA): 56 / Non-NA: 7 // SAP global: 5,102 / SAP adapted global: 1,221 / SAP NA: 864 / SAP Non-NA: 357

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Satisfaction with Account Management by Sector

While overall satisfaction with TomorrowNow's account management is highest in Manufacturing, respondents from Financial Services are remarkably less satisfied
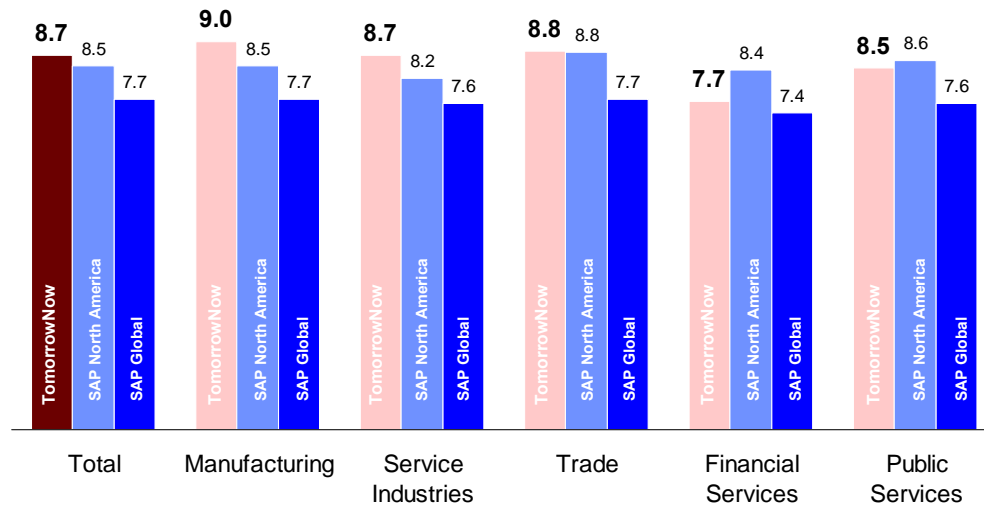
Q7: Using a 10-point scale, where 1 is very dissatisfied and 10 is very satisfied, how satisfied are you with TomorrowNow's account management overall?
Base: Total: 63 / Manufacturing: 29 / Service Industries: 11 / Trade: 6 / Financial Services: 6 / Public Services: 11

Satisfaction with Maintenance & Support Services

Overall customer satisfaction with TomorrowNow's maintenance & support services is remarkably high, too:

Overall Satisfaction with Maintenance
& Support Services by Region

Total: 8.8 (TomorrowNow), 7.4 (SAP), 7.8* (Adapted SAP)

North America: 8.8 (TomorrowNow), 8.0 (SAP)

Non-NA: 8.7 (TomorrowNow), 7.3 * (SAP)
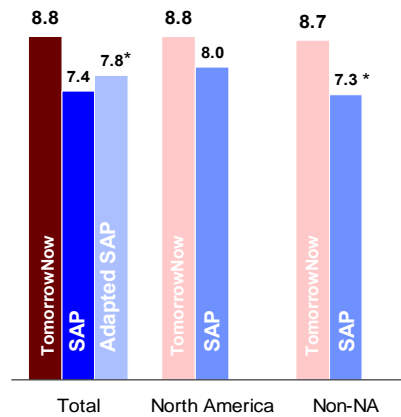
* Adapted to TNow sample: NA = USA + Canada, Non-NA = UK, Singapore, Australia, New Zealand

Q5: Using a 10-point scale, where 1 is very dissatisfied and 10 is very satisfied, how satisfied are you with the quality and reliability of TomorrowNow's maintenance support?
Base: Total: 63 / NA: 56 / Non-NA: 7 // SAP global: 4,328 / SAP adapted global: 989 / SAP North America (NA): 691 / SAP Non-NA: 298

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Details: Satisfaction with Maintenance & Support Services (1/2)

	Tax Updates	Legal Updates	Fixes for serious issues	Support in critical situations	Time required to come up with a solution
TomorrowNow	9.1	9.3	9.0	9.0	8.8
SAP North America	*	*	*	8.3	7.5
SAP Global				7.8	7.1

* question not asked in SAP survey

Q9: Using a 10-point scale, where 1 is very dissatisfied and 10 is very satisfied, how satisfied are you with TomorrowNow's maintenance & support services?
Base: Total: 63

Details: Satisfaction with Maintenance & Support Services (2/2)

	Quality of problem resolution	Information on progress	Technical knowledge of support engineer	Availability of support engineer	Personalized service
TomorrowNow	8.9	8.9	8.8	9.0	9.0
SAP North America	7.8	7.6	*	*	*
SAP Global	7.4	7.3	*	*	*

* question not asked in SAP survey

Q9: Using a 10-point scale, where 1 is very dissatisfied and 10 is very satisfied, how satisfied are you with TomorrowNow's maintenance & support services?
Base: Total: 63

Reference for TomorrowNow

An enormous amount of **95%** of TomorrowNow customers would **consider themselves a favorable reference:**

(SAP NA: 4%) **2% 3%** (SAP NA: 13%)

Yes

No

On certain product lines

95%
(SAP North America: 83%)
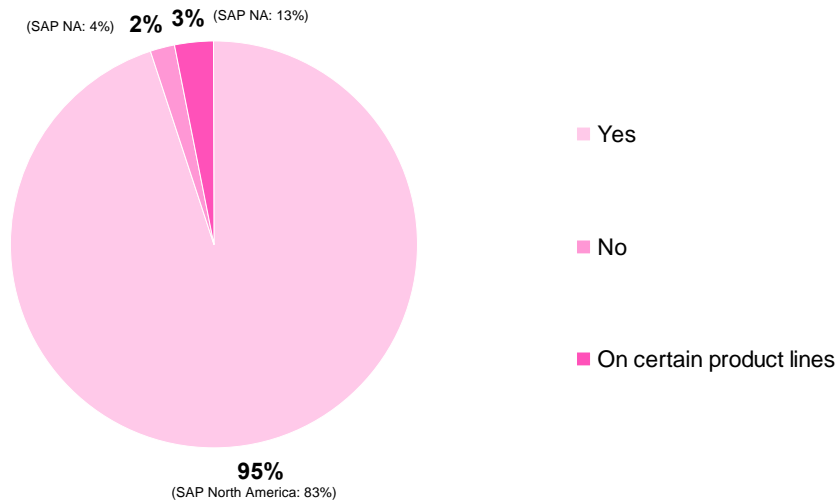
Q12: Would you consider yourself a favorable reference for TomorrowNow?
Base: Total: 63 / Yes: 60 / No: 1 / On certain product lines: 2

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TomorrowNow Customer Retention

An enormous amount of **95%** of TomorrowNow customers would **consider themselves a favorable reference:**

Retention & CS
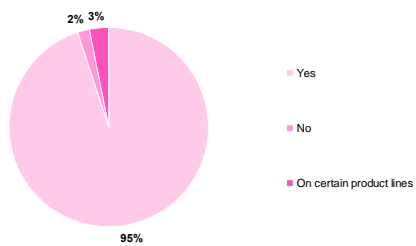
CS for AccMgmt & Services
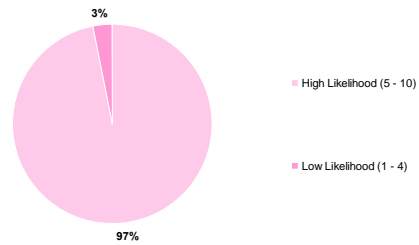
Likelihood of Maintenance Contract Renewal

Almost 100% of TomorrowNow customers feel very comfortable with renewing their maintenance contract in the future

3%

■ High Likelihood (5 - 10)

■ Low Likelihood (1 - 4)

97%
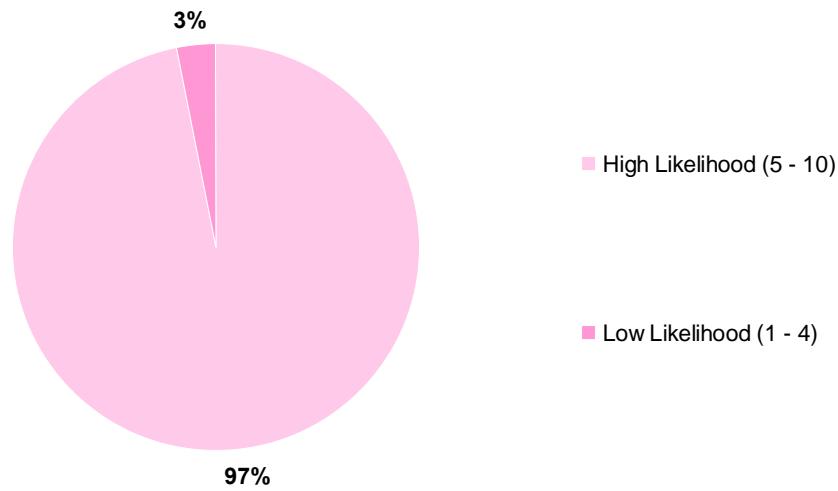
Q3: How likely would you be to renew your maintenance contract with TomorrowNow in the future?
1 is definitely would not renew maintenance contract and 10 definitely would renew maintenance contract
Base: Total: 63 / High Likelihood: 61 / Low likelihood: 2

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The Voice of the Customer

- ❖ "From initial contact, to reference checks, to Q&As, to contract negotiations, through onboarding, and now into full maintenance and support, **the experience with TomorrowNow has been first class. I'm very impressed**"

- ❖ "TomorrowNow **support personnel have been very supportive** in helping with our different problems. In some cases, **they have gone above and beyond in helping us**. Thank you"

- ❖ "Overall perception is: Seem to get an **early acknowledgement** of our cases. Lots of activity on some cases **but don't seem to get to resolution**. On other cases, not evidence of activity"

- ❖ "The **technical help** we received **was outstanding**"

- ❖ "**Would like a forum** to search for resolutions"

- ❖ "**Keep annual cost low** and keep delivering payroll tax patches"

- ❖ "[We need a] **formalized and standard certification process** for OS, DB, peripherals and tools that are continuing to march forward while our supported applications suite (Peoplesoft) remains at an old release level"

- ❖ "**Cannot find anything to add to their excellent performance**"

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Outlook 2007

❖ We will continue the customer satisfaction survey for TomorrowNow customers in 2007 in two survey waves, each representing ~50% of total customer base:

- ◆ Wave 1:   April/May 2007
- ◆ Wave 2:   October/November 2007

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Appendix

❖ Sample Structure

❖ TRI*M Typology

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TRI*M Customer Typology by Sector

In parallel to their lower level of customer retention, customers from the Financial Services industry are much more at risk than customers from the other industries

Legend: ■ retained customers ■ customers who compare ■ customers at risk

	Total	Manufacturing	Service Industries	Trade	Financial Services	Public Services
customers at risk	6%	3%	9%		33%	
customers who compare	5%	7%	9%			
retained customers	89%	90%	82%	100%	67%	100%

TRI*M Customer Typology is based on the TRI*M Index and allows a categorization of customers according to their retention
Base: Total: 63 / Manufacturing: 29 / Service Industries: 11 / Trade: 6 / Financial Services: 6 / Public Services: 11

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48

TomorrowNow – Delivery Status by December 31, 2006

KPI	Status	Comment
Lost Maintenance for Oracle	🟢	Doubled cumulated volume of newly signed TNow maintenance contracts (50% of previous fees)
# of Deals in 2006	🟢	126 booked SP deals, 139 new TNow contracts and 89 TNow renewals in 2006
Revenue TNow	🔶	Slightly below Forecast 12 due to lower charge backs expectations and aggressive Oracle Lifetime Support strategy → Forced Oracle into maintenance fee battle
TNow Installed Base	🟢	Currently 31% of TNow's customers are in addition SAP clients (incl. accordant cross selling potential)
TNow Pipeline	🟢	TNow pipeline steadily increasing
TNow Involvement	🟢	Current TNow involvement in active Safe Passage pipeline equals 23% (59 opportunities in total)
Cost TNow	🔶	Slightly above Forecast 12 due to higher Marketing expenses
Headcount	🟢	Headcount plan adapted according to revenue numbers

Cumulative Maintenance Lost for Oracle (in €M)

Q1/06	Q2/06	Q3/06	Q4/06
15,0 8,0	19,0 23,0	28,0 32,3	40,0 41,4

Forecast   Actual

Cumulat. # of Deals in 2006 (SP / TNow Stand-Alone)

Q1/06	Q2/06	Q3/06	Q4/06
30 40	74 91	126 142	126 228

Safe Passage   TomorrowNow

Cumulative Revenue TNow (in €M)

Q1/06	Q2/06	Q3/06	Q4/06
2,4 1,9	6,0 3,8	7,5 6,8	10,7 10,4

Internal Charge Backs   Forecast   Actual

TNow Installed Base

Q1/06	Q2/06	Q3/06	Q4/06
125 45	152 51	184 54	216 67

TNow Clients   Joint TNow/SAP Clients

TNow Pipeline (Stand-Alone)

Q1/06	Q2/06	Q3/06	Q4/06
455	958	1.051	1.151

TNow Pipeline

TNow Involvement in SP Pipeline (in Process)

Q1/06	Q2/06	Q3/06	Q4/06
328 46	319 64	311 69	231 57

Safe Passage Pipeline   TNow Involvement

Cumulative Cost TNow (in €M)

Q1/06	Q2/06	Q3/06	Q4/06
3,9 4,7	9,6 9,7	14,6 15,2	21,7 22,1

Forecast   Actual

Headcount (in FTE)

Q1/06	Q2/06	Q3/06	Q4/06
121 111	133 129	140 140	165 157

Forecast   Actual

TomorrowNow – 2006 Selected Customers

Americas

MERCK · Pfizer · Wendy's · Honeywell · ROSS DRESS FOR LESS · THE HOME DEPOT · FAIRCHILD SEMICONDUCTOR · Commerce Bank · Direct Energy · zimmer · HAWORTH change by design · COTY · Alcon · Rockwell Automation · THE OKLAHOMAN

EMEA

FUJITSU SIEMENS COMPUTERS · HARLEY-DAVIDSON MOTOR CYCLES · nextiraOne · BrainLAB · océ · BASF

APA

Wesfarmers · NATIONAL FOODS · CSBP · CAT · KFC

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TomorrowNow – Customer Analysis by December 31, 2006

Booked Contracts by Type

Newly Signed Deals
139 Contracts

61%

**Total
228**

39%

Renewed Deals
89 Contracts

Renewal Rate: 90%
TR*IM Index: 107
Customer Satisfaction: 8.5

Booked Contracts by Product Line

PeopleSoft
129 Contracts

JDE World
34 Contracts

56 %

**Total
228**

15%

26 %

Siebel
6 Contracts

2%

JDE OneWorld
59 Contracts

Booked Contracts by Region

Americas
192 Contracts

84%

**Total
228**

EMEA N
12 Contracts

5%

4% **7%**

EMEA C
9 Contracts

APA
15 Contracts

Booked Contracts by Deal Size

< € 50K
130 Contracts

€ 50K – € 100K
47 Contracts

57%

**Total
228**

21%

22 %

> € 100K
51 Contracts

Avg. Deal Size: € 75K

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TomorrowNow (Stand-Alone) – Analysis of New Customers in 2006

New Customer Contracts by Industry

Others
Manufacturing
High Tech
15%
12%
Consumer Products
11%
Total 139
37%
8%
Prof. Services
4% 6% 7%
Retail
Insurance
Healthcare

New Customer Contracts by Product Line

PeopleSoft
67 Contracts
JDE World
23 Contracts
17%
47%
Total 139
32%
4%
Siebel
5 Contract
JDE OneWorld
44 Contracts

New Customer Contracts by Region

Americas
107 Contracts
77%
Total 139
EMEA N
11 Contracts
8%
EMEA C
7 Contracts
5%
10%
APA
14 Contracts

New Customer Contracts by Deal Size

< € 50K
77 Contracts
€ 50K – € 100K
31 Contracts
56%
Total 139
22%
22%
> € 100K
31 Contracts

Avg. Deal Size: € 81K

Status: December 31, 2006

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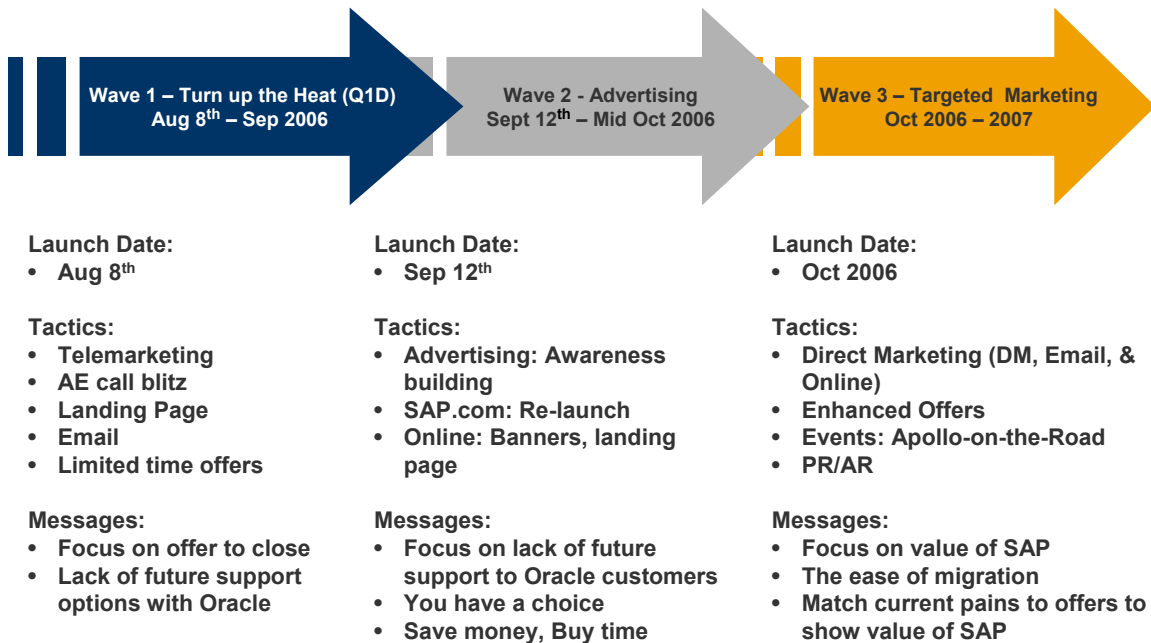# Oracle Disruption Campaign / SP II – Program Timing

Wave 1 – Turn up the Heat (Q1D)
Aug 8th – Sep 2006

Wave 2 - Advertising
Sept 12th – Mid Oct 2006

Wave 3 – Targeted Marketing
Oct 2006 – 2007

Launch Date:
- **Aug 8th**

Tactics:
- **Telemarketing**
- **AE call blitz**
- **Landing Page**
- **Email**
- **Limited time offers**

Messages:
- **Focus on offer to close**
- **Lack of future support options with Oracle**

Launch Date:
- **Sep 12th**

Tactics:
- **Advertising: Awareness building**
- **SAP.com: Re-launch**
- **Online: Banners, landing page**

Messages:
- **Focus on lack of future support to Oracle customers**
- **You have a choice**
- **Save money, Buy time**

Launch Date:
- **Oct 2006**

Tactics:
- **Direct Marketing (DM, Email, & Online)**
- **Enhanced Offers**
- **Events: Apollo-on-the-Road**
- **PR/AR**

Messages:
- **Focus on value of SAP**
- **The ease of migration**
- **Match current pains to offers to show value of SAP**

Source: Apollo

SAP

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Successful Marketing Campaign around Tomorrow Now

With a lead success rate of 3,3% compared to a typical rate of 1 to 1,5% the following campaign was conducted in the US, EMEA NEWS and APA in the time from August to October 2006:

Objective

> Defer Oracle's Q1 revenue and identify at risk business and attract to SAP

Tactics

> Aggressive Tele-marketing and Direct Mail campaign aimed at the Oracle Customer Base with attractive license credit and TomorrowNow maintenance offers

Results

|	Organizations Called	Total Leads	License Offer	TNow Offer	Both Offers
TOTALS	12.992	435	64	295	76

Comments

1. All numbers updated based on APA numbers update
2. Total number of TNow leads on next slides (379) is higher (+8) since some customers already engaging with TNow but not approached via the campaign heard about the offering and asked for the same conditions before signing the contract
3. Calling has been resumed in EMEA NEWS mid of October as the region didn't get any leads due to the holiday season. Results of call resumption should be available soon

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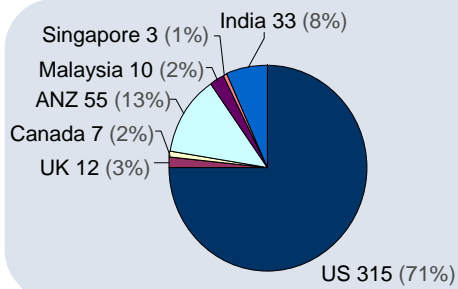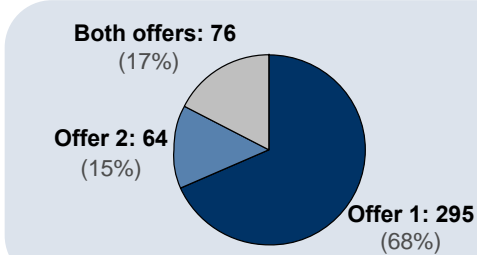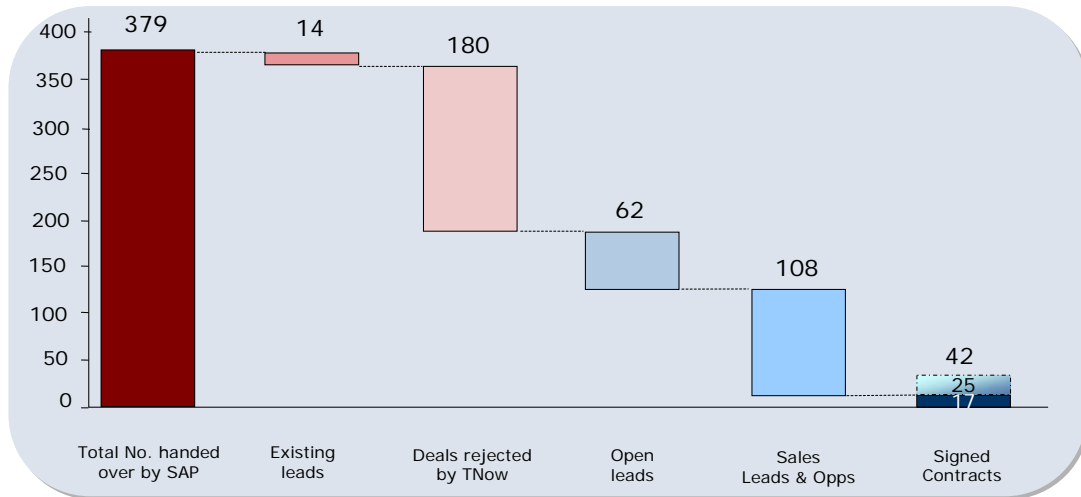
- **Total number handed over by SAP**: handed over by Telemarketing agencies to SAP (379)
- **Existing leads**: a company the TNow AE had already been actively in contact with (14)
- **Deals rejected by TNow**: no product fit, no interest, customer did not want a call, wants to stay with Oracle, inaccurate lead information (180)
- **Open leads**: lead not assigned to an AE; qualified by Telemarketing first (62)
- **Sales leads and opps**: includes in process leads (83 leads which have been assigned to AEs) and converted leads (25 leads that have turned into an opportunity; expected to be won)
- **Signed contracts**: 17 new TNow customers signed via Q1D campaign, representing approx. € 3.6 million maintenance volume taken away from Oracle. Based on information available, the converted leads could represent an additional €1.3 million maintenance volume taken away from Oracle

THE BEST-RUN BUSINESSES RUN SAP™ **SAP**

TNow
Planning 2007ff

TomorrowNow Outlook – FY2007

2007 TNow Opportunity Pipeline by Status

- 24
- 9
- 228
- 74
- 816

Legend:
- Booked
- Won
- In Process
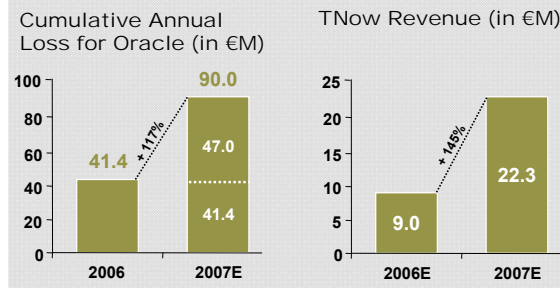- Discontinued
- Lost
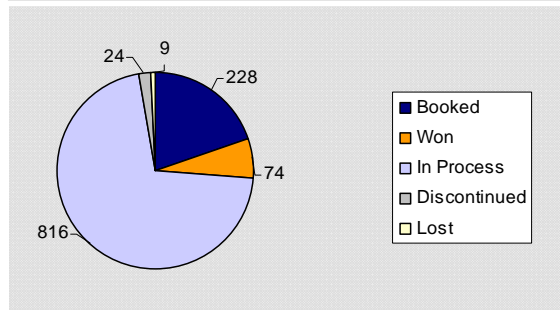
Q1/2007 TNow Opportunity Analysis

- **In Process TNow Q1/2007 Opportunities: 332**
  - New Customer Opportunities: 289
  - Existing Customer Opportunities: 43
  - In Process Opportunities by Product Line: 121 PSFT, 78 JDE OneWorld, 19 JDE World, 11 Siebel, 103 not assigned
  - In Process Opportunities by Region: 253 Americas, 36 APA, 23 EMEA C, 20 EMEA N
- **Expected Sales Volume: € 22.8 million ➜ € 45.6 million lost maintenance for Oracle**
- **Weighted Sales Volume: € 6.9 million ➜ € 13.8 million lost maintenance for Oracle**

Annual Loss for Oracle & TNow Revenue 2007

Cumulative Annual Loss for Oracle (in €M)

- 2006: 41.4
- 2007E: 90.0 (47.0 / 41.4), + 117%

TNow Revenue (in €M)

- 2006E: 9.0
- 2007E: 22.3, + 145%

Number of New Customers & Client Contracts 2007

New Customers

- 2006: 139
- 2007E: 280, + 101%

Client Contracts

- 2006: 228
- 2007E: 450, + 97%

Status: December 31, 2006

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58

Financial Scorecard – TomorrowNow

When conducting a financial review for TomorrowNow the following two aspects have to be considered:

- **TomorrowNow on a Stand-Alone basis, as well as**

- **Safe Passage implications which reflect a reduction of the expenses due to charge out to SAP entities**

TomorrowNow (in € million)	Actual 2004	Actual 2005	Actual 2006	Budget 2007*	Outlook 2008*	Outlook 2009*	Outlook 2010*	Outlook 2011*
Revenues	2,0	3,5	9,0	22,3	41,7	65,6	89,6	111,1
Operating Expenses	-1,9	-7,2	-20,9	-29,6	-35,5	-45,9	-54,4	-61,7
Income (Loss) from Operations	0,1	-3,7	-11,8	-7,2	6,3	19,7	35,2	49,4
Profitability	4%	-106%	-131%	-32%	15%	30%	39%	44%
Headcount EoP (in FTE)	35	95	157	209	295	380	437	477

* **Internal Plan excluding Baan and Oracle**

Service Delivery Readiness – TomorrowNow

TomorrowNow Forecast 12/2006	Global	Americas	EMEA	APA
Headcount (in FTE)	157	116	21	20
Number of Offices	10	6	2	2

TomorrowNow Support Services

- **30-minute initial response time and corrective action on a 24x7 scale, dedicated support engineer for each account**
- **Ongoing tax and legislative updates, advanced expert on demand services (e.g. technology upgrades)**
- **Supported Products:**

PeopleSoft Enterprise	J.D. Edwards World	J.D. Edwards OneWorld	Siebel	Baan	Oracle EBS
■ PeopleSoft 7.x, 8.x (Commercial & Public Sector) ■ HCM, NA Payroll, Financials, Distribution, Manufacturing	■ J.D. Edwards World A7.x, 8.x ■ HCM, NA Payroll, Financials, Distribution, Manufacturing	■ J.D. Edwards OneWorld XE 8.11 ■ HCM, NA Payroll, Financials, Distribution, Manufacturing	■ Siebel 5.x, 6.x, 7.0x, 7.5x, and 7.7x ■ Call Center, Sales, Service, Marketing, Partner Management, Reporting & Analytics	■ Will start January 1, 2007 (Baan IV, Baan ERP)	■ Currently under Investigation (EBS 10.7, 11, 11i)

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Oracle Application Roadmap
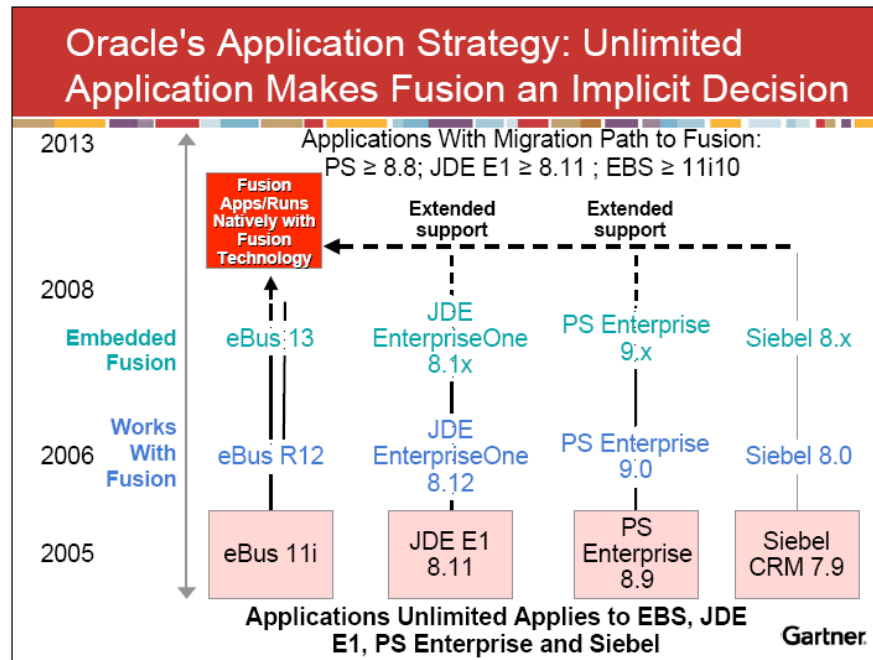
Oracle Customer Base – Applications

Application Product Lines	# of Customers
E-Business Suite	13,500
PeopleSoft Enterprise	5,500
JD Edwards EnterpriseOne	4,000
JDE World	3,000
Siebel	4,000
Retek	200
TOTAL	30,200

Source: CMI Estimates 10/2006

Oracle Applications

- Retek 1%
- Siebel 13%
- EBS 45%
- JDE 23%
- PSFT 18%

Key Gartner Findings:

- By mid-2005, users in as much as 40% of Oracle's installed base will start planning an upgrade to v.10 of 11i to access its new functions, UI and integration capabilities (0.8 probability)
- With no support end date driving users, less than 10% of Oracle's installed base will be live on v.10 of 11i by the end of 2005 (0.7 probability)
- Oracle database v.8i will be de-supported in 2005, causing application users of v.11i1 through v.11i6 to execute an upgrade to avoid running on a de-supported database version

Source: Gartner Research 10/2005

Oracle EBS

- 10.7 or earlier 1%
- 11.0 5%
- 11i v1-6 3%
- 11i v7 7%
- 11i v8 18%
- 11i v9 60%
- 11i v10 6%
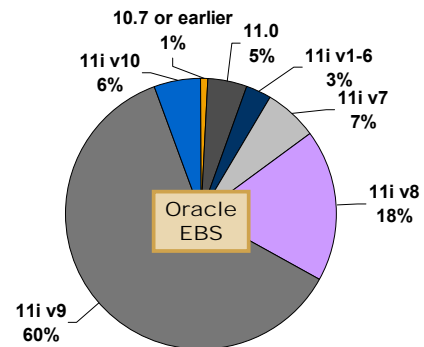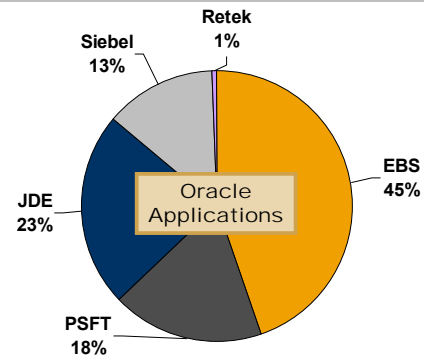
Prioritization by region and application

	EMEA Central	EMEA News	LA	Canada	US	TN
PeopleSoft HR	M	H	M	H	H	H
PeopleSoft CRM	L	H	M	M	M	H
JDE 1W	M	H	H	M	M	H
JDE World	M	H	H	L	L	H
Siebel	H	M	L	L	M	H
Retek	L	L	L	L	L	L
Baan	H	L	L	L-M	L-M	M
Oracle EBS	L	H	H	H	H	M (will go high in 2007)
Infor	H	H	L-M	L-M	L-M	L

H = High Priority
M = Medium Priority
L = Low Priority

THE BEST-RUN BUSINESSES RUN SAP™

Global Organization and Governance Model

TNow Board of Directors	SAP Board Area GSS
Andrew Nelson / Greg Tomb / Mark White	Gerd Oswald / Bernd Welz

TNow President & CEO	SAP TNow Global Biz Owner
Andrew Nelson	Thomas Ziemen

Total No. of Offices: 10
Total No. of Employees: 95 by end of 2005 (+170%)
157 by end of 2006 (+ 65%)
209 by end of 2007 (+ 30%)

TNow EMEA
Entities / Offices:
- Amsterdam (NL)
- Maidenhead (UK)

Employees:
14 by end of 2005
21 by end of 2006

Maidenhead ● ● Amsterdam

Pleasonton ● Denver

TNow Americas
Entities / Offices:
- Bryan (USA)
- Atlanta (USA)
- Denver (USA)
- Pleasonton (USA)
- Mexico City (Mexico)
- *Sao Leopoldo (BRA) - planned for 2007*

Employees:
72 by end of 2005
116 by end of 2006

● Atlanta

Bryan

Mexico City

(Sao Leopoldo)

● Singapore

TNow APA
Entities / Offices:
- Singapore
- Sydney

Employees:
9 by end of 2005
20 by end of 2006

● Sydney

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TNow KPIs/Bonusplan 2007

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TomorrowNow – Bonus Funding Plan 2007

Bonus Funding Measures for Sales and Marketing

No	Performance Indicator	Weight	Evaluation of Target Achievement (%)
1	Strategic Planning (3-Year-Biz-Plan, Maintenance Strategy, Globalization, Operationalization)	15%	By Management Judgement
2	Safe Passage Deal Support and Cross Sell Opportunities	15%	Based on Number of bundled Deals and Number of generated Safe Passage leads, by Management Judgement
3	TNow closed Sales (stand-alone Contract Activity)	30%	Total new + renewal Contract Activity = US$15M/quarter (US$60M/year) = 100% Achievement
4	TNow Cost Management (according to revenue numbers)	15%	Stay in Budget = 100%, 10% over Budget = 0%, 5% under Budget = 150%
5	TNow Customer Satisfaction	25%	Scale from 1 to 10: 7.5 = 100%, 6.5 = 0%, 8.0 = 150%

Bonus Funding Measures for Service and IT

No	Performance Indicator	Weight	Evaluation of Target Achievement (%)
1	Service Quality	30%	Based on positive Case Closure, No of Updates on Time
2	TNow Customer Satisfaction	25%	Scale from 1 to 10: 7.5 = 100%, 6.5 = 0%, 8.0 = 150%
3	TNow closed Sales (stand-alone new + renewal Contract Activity)	30%	Total new + renewal Contract Activity = US$15M/quarter (US$60M/year) = 100% Achievement
4	TNow Cost Management (according to revenue numbers)	15%	Stay in Budget = 100%, 10% over Budget = 0%, 5% under Budget = 150%

Proposal discussed and agreed with Mark White and Thomas Ziemen

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TomorrowNow – Bonus Funding Plan 2006 (Achievements)

Bonus Funding Measures for Marketing & Sales, IT & Services

KPI Funding Measures - Marketing & (non-commissioned) Sales	Weighted Achievement	Calculation Comments from Jan-2006 presented to Gerd Oswalt:
Strategic Planning (3-Year-Biz-Plan, Maintenance Strategy, Globalization, Operationalization)	15%	By Management Judgement
SafePassage Deal Support	15%	Based on Number of bundled Deals, by Management Judgement
TNow closed Sales (stand-alone new + renewal Contract Activity)	52%	Total new + renewal Contract Activity = US$5M/quarter (US$20M/year) = 100% Achievement
TNow Cost Management (according to revenue numbers)	15%	Stay in Budget = 100%, 10% over Budget = 0%, 5% under Budget = 150%
TNow Customer Satisfaction	63%	Scale from 1 to 10: 7.0 = 100%, 6.0 = 0%, 7.5 = 150%
2006 VIP Funding Level (%) - Marketing & (non-commissioned) Sales	**159,250%**	

KPI Funding Measures - IT & Services	Weighted Achievement	Calculation Comments from Jan-2006 presented to Gerd Oswalt:
Service Quality	30%	Based on positive Case Closure, No of Updates on Time
TNow Customer Satisfaction	63%	Scale from 1 to 10: 7.0 = 100%, 6.0 = 0%, 7.5 = 150%
TNow closed Sales (stand-alone new + renewal Contract Activity)	52%	Total new + renewal Contract Activity = US$5M/quarter (US$20M/year) = 100% Achievement
TNow Cost Management (according to revenue numbers)	15%	Stay in Budget = 100%, 10% over Budget = 0%, 5% under Budget = 150%
2006 VIP Funding Level (%) - IT & Services	**159,250%**	

NOTES:
1. 2006 contract activity calc is very conservative: (YTD closed contracts) + (December's contracts risk weighted >= 95% likelihood to close) *[Albert van Wissen, Global CFO, TomorrowNow]*

2. Overachievement for both (a) Contract Activity, and (b) Customer Satisfaction, were calculated on a straight line basis instead of using accelerators. I am comfortable with this for 2006 assuming the overall funding % is approved, but will seek formally agreed accelerators for equivalent KPIs in 2007 *[Andrew Nelson, CEO TomorrowNow]*

Discussed and agreed with Mark White and Thomas Ziemen

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THANK YOU !

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