

EXHIBIT QQ

TomorrowNow Status Update

Status: November 9, 2006

Andrew Nelson
TomorrowNow Inc.

Thomas Ziemen
Service Solution Management,
SAP AG

THE BEST-BUSINESS DECISIONS ARE SAP



EXHIBIT

599

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SAP-OR00155970

UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF CALIFORNIA
Case #: 07-cv-01658-PJH
PLNTF EXHIBIT NO. 0371
Date Admitted: _____
By: _____
Nichole Heuerman, Deputy Clerk

TNow Review Meeting with Gerd Oswald, Nov. 9, 2006

Participants:

Gerd Oswald, Thomas Bamberger, Thomas Ziemer, Ferose V R

Agenda

Business Update

- * Oracle disruption campaign support and lead generation
- * Contract activities, Pipeline and Top Leads
- * Base customer support (in alignment with EMEA Central)
- * Headcount situation and status of Globalization (e.g. Mexico expansion)

Planning Update

- * Baseline and Business Planning 2007
- * TNow Customer A/PB Meetings at Oracle Open World
- * Oracle E-Business Suite expansion: Risk assessment, Board approval

Monitoring of TNow Business Case/Acquisition

- * Update Meeting with Corporate Controlling (M. Demery), Nov. 27th

Infrastructure Update

- * CRM OnDemand Feedback report: Open Issues (Performance, Reporting)

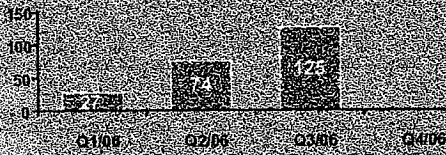
Next Meetings

- * Update Meetings: Jan. 2007 at EKOMISKOM, May 2007 at Sapphire (not scheduled yet)



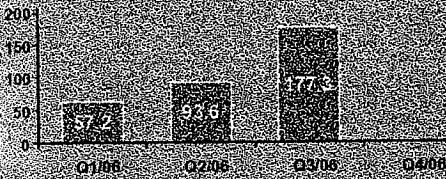
Safe Passage – Key Achievements by September 30, 2006

Safe Passage – 2006 Customers
Cumulative Number of Deals



• 125 Safe Passage deals signed in 2006
(64 Americas, 22 EMEA C, 31 EMEA N, 8 APA)

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



• c. 177.3M licenses volume lost for Oracle in 2006

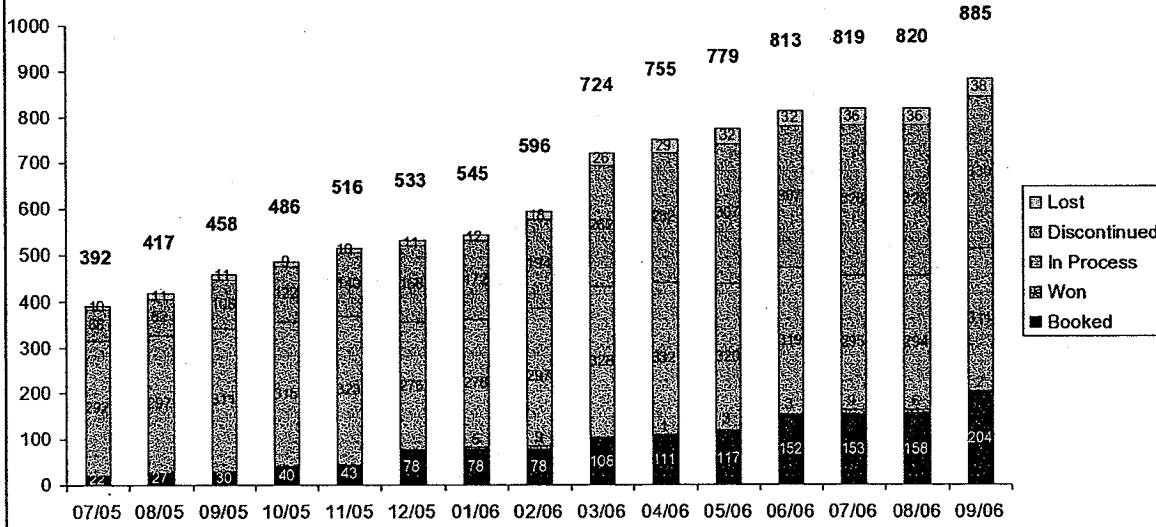
Selected Q3/2006 Customers

J. Wagner GmbH (Germany)
AGCO GmbH (Germany)
Fujitsu Siemens Computers (Germany)
ASML Netherlands (Netherlands)
Zentr-Invest KB (Russia)
Vodafone Group (UK)
Philadelphia Media Holdings (USA)
Panel Rey (Mexico)
Ecopetrol (Colombia)
PETsMART (USA)
AFLAC (USA)
AIG (USA)
GSI Technologies (USA)
Stiefel Laboratories (USA)
Haworth (USA)
Lifetime Brands (USA)
Ecolab (USA)
Wyeth Pharmaceuticals (USA)

Safe Passage - Cumulated Pipeline View by September 30, 2006

Key Messages:

- Safe Passage pipeline steadily increasing
- 78 booked deals with net software value of € 61.1M in 2005
- 126 booked deals in the first 9 months of 2006 with net software value of € 177.9M (50 Americas, 23 EMEA, 29 EMEA N, 24 APA)



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THE BEST-WHEN-BUSINESS-DEALS-START



Successful Marketing Campaign around Tomorrow Now

With a lead success rate of 3,2% 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 June to August 2006 (extended to mid September in Canada):

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

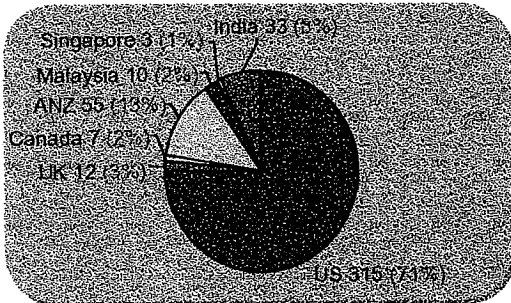
Comments

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

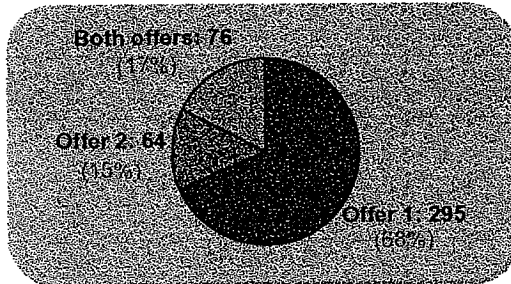


Oracle Disrupt Q1 Campaign: Results (as of Nov 6th, 2006)

435 Prospects generated by Telemarketing



435 Prospects distributed by offer

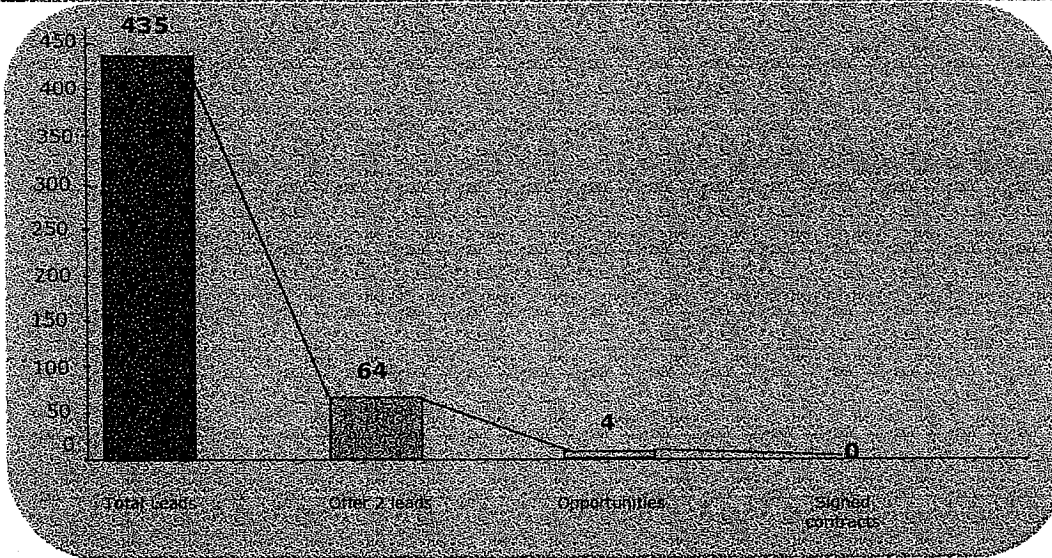


Key Findings

- Most leads generated in the US
- Campaign not executed in EMEA Central
- No leads generated in Nordics, France, Italy, and Spain (calling resumed on Oct 16th in NEWS)
- Most leads generated for Offer 1 (TomorrowNow)



Oracle Q1D Offer 2: SP Leads (Status Nov. 6, 2006)



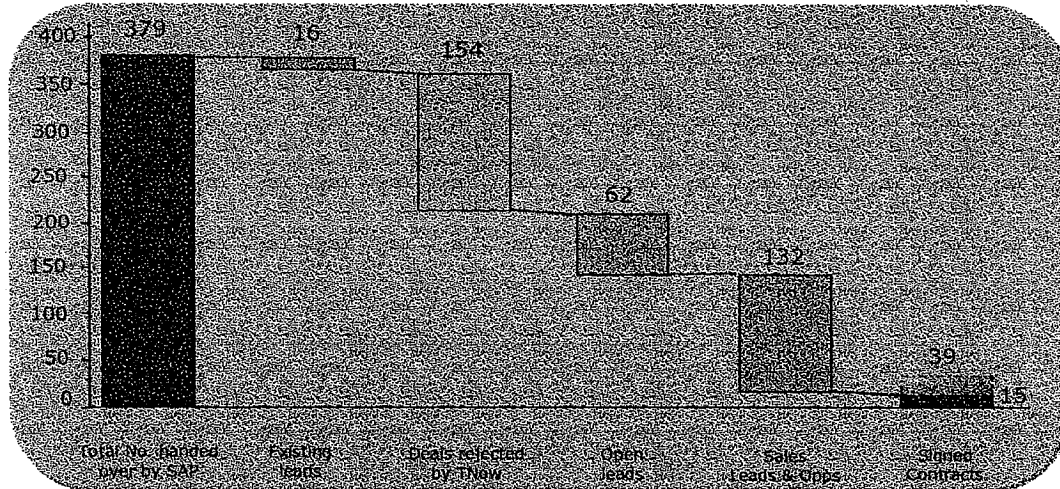
- **Total leads:** total number of leads generated by the Q1D campaign (435)
- **Offer 2 leads:** total number of leads generated for offer 2 (64)
- **Opportunities:** total number of leads converted into opportunities (2 US and 2 APA)
- **Signed contracts:** no contract signed yet

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Oracle Q1D Campaign: TNow Leads (Status Nov. 6, 2006)



- **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 (16)
- **Deals rejected by TNow:** no product fit, no interest, customer did not want a call, wants to stay with Oracle, inaccurate lead information (154)
- **Open leads:** lead not assigned to an AE; qualified by Telemarketing first (62)
- **Sales leads and opps:** (132) includes in process leads (108 leads which have been assigned to AEs) and converted leads (24 leads that have turned into an opportunity; expected to be won)
- **Signed contracts:** 15 new TNow customers signed via Q1D campaign, representing approx. € 3.1 million maintenance volume taken away from Oracle. Based on information available, the 24 converted leads could represent an additional €1.2 million maintenance volume taken away from Oracle


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Program: TomorrowNow

Responsible: Thomas Ziemer
 by November 9, 2006

Scope / Objectives	Status	Open Issues
<ul style="list-style-type: none"> Engagement model with SAP Sales organization Establish global Support Delivery Model Grow number of Oracle Maintenance reduction contract volume (€-35M Off Oracle Volume, > 200 Customers) Achieve profitable Business through 2007 	 <p>Key Milestones:</p> <ul style="list-style-type: none"> Acquisition & Integration Globalization of Business Model Increase Market Footprint and drive License deals and Oracle Maintenance reduction Achieve SAP profitability targets 	<ul style="list-style-type: none"> Business Planning 2007 aligned with Oracle disruption campaign Develop 3-Year Business Plan

Achievements	Next Steps
<ul style="list-style-type: none"> 1090 Opportunities in Pipeline € 25.5 M Oracle maintenance reduction 161 client contracts signed, 106 new customer deals and 55 renewals in 2006 (9 new, 9 renewals in October) € 7.7 M Revenue (including € 0.8 M internal charges for Joint Deals) Acquisition of first Siebel Customer Extend Business Model for Baan Customers (in alignment with EMEA Central Safe Passage for Baan Initiative) Feasibility study for Oracle EBS Customer Business extension (September 13th) 	<ul style="list-style-type: none"> Leverage License cross selling opportunities among TNow's Installed Base (esp. in the US) Reinforce Biz Development and Joint deal support in EMEA/APA and improve Perception Start Business Development in Latin America (via Office in Mexico) Support Safe Passage II Sales & Marketing Campaign Develop Business Case (demand driven) and GTM Plan for Oracle EBS Business expansion Finish CRM On Demand open issues (esp. missing BW reports), start reintegration in COB standard, finish Feedback report

 = Behind plan or urgent open issue; project sponsor decision required
 = Behind plan or open issue; project management action required
 = According to plan and no open issues

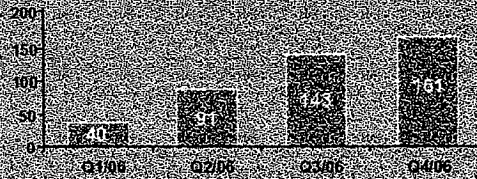
THE NEXT-GENERATION BUSINESS SUITE™



TomorrowNow – Key Achievements by October 31, 2006

TomorrowNow – 2006 Customer Contracts

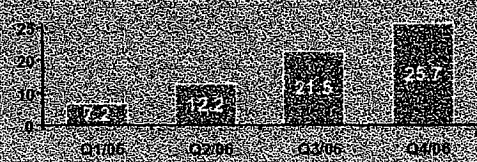
Cumulative Number of Customer Contracts



- 161 customer contracts signed in 2006
- 106 newly signed and 55 renewed deals

TomorrowNow – 2006 Off Oracle Maintenance

Cumulated Yearly Maintenance Volume Taken Away From Oracle in €M



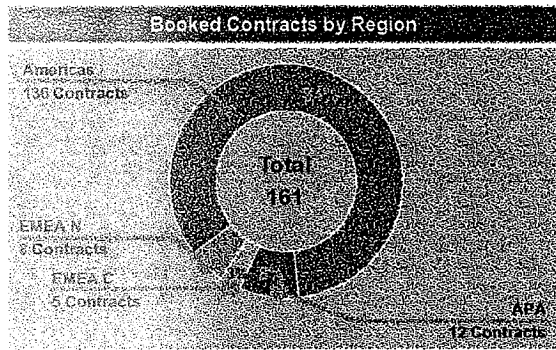
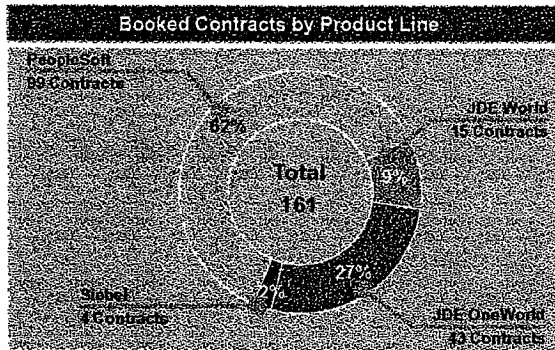
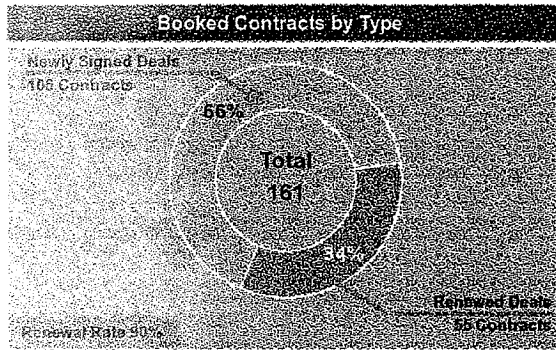
- € 25.7M maintenance volume lost for Oracle in 2006
- Another significant portion of lost maintenance for Oracle (approx. € 5M due to maintenance fee battle) is not reflected in this KP!

Selected Q3/2006 Customers

Trenwick America (USA)
Honeywell (USA)
CSBP Limited (Australia)
VSM Group (USA)
Allied Bakeries (UK)
Laird Plastics (USA)
Wakefern Food (USA)
Shands Healthcare (USA)
SPX Corporation (USA)
Universitas 21 (Singapore)
Abbott Labs (Canada)
BrainLAB (Germany)
W.C. Wood Company (Canada)
Mutual of Omaha (USA)
AFLAC (USA)
Mortice Kern (Canada)
Ross Stores (USA)
Education Direct (USA)

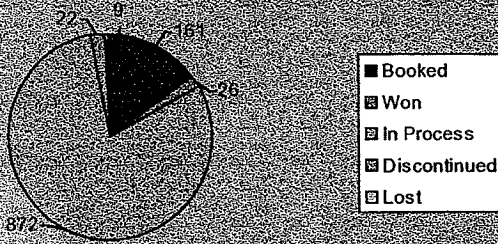


TomorrowNow - Customer Analysis by October 31, 2006



TomorrowNow (Stand-Alone) - Outlook Q4/2006

2006/2007 TNow Opportunity Pipeline by Status



Q4/2006 TNow Opportunity Analysis

- In Process TNow Q4/2006 Opportunities: 218
- New Customer Opportunities: 103
- Existing Customer Opportunities: 35
- In Process Opportunities by Product Line: 66 PSFT, 67 JDE OneWorld, 3 JDE World, 1 Siebel, 78 not assigned
- In Process Opportunities by Region: 154 Americas, 36 APAC, 17 EMEA, 0
- Expanded Sales Volume: € 17.5 million
- Weighted Sales Volume: € 0.2 million

Selected New Customer Opportunities in Q4/2006

Customer	Country	Product Line	Weighted Volume
Vicki	UK	PSFT	€ 31k
WATCO	USA	PSFT	€ 64k
American Radiators	USA	PSFT	€ 41k
Waltley Systems	USA	JDE OneWorld	€ 29k
New Zealand Post	NZ	PSFT	€ 4k
Albion	Canada	JDE OneWorld	€ 212k
Alant Waves	Canada	PSFT	€ 154k
Plentech Farm	USA	PSFT	€ 108k
Oronit Suisse	Switzerland	PSFT	€ 2k
BAW AG	Germany	PSFT	€ 139k
Imperial Chemical	UK	PSFT	€ 83k

Selected Renewal Opportunities in Q4/2006

Customer	Country	Product Line	Weighted Volume
USA	USA	PSFT	€ 201k
USA	USA	JDE OneWorld	€ 115k
USA	USA	JDE OneWorld	€ 155k
USA	USA	PSFT	€ 92k
USA	USA	PSFT	€ 132k
USA	USA	PSFT	€ 52k
USA	USA	PSFT	€ 115k
USA	USA	PSFT	€ 265k
USA	USA	PSFT	€ 62k
USA	USA	JDE OneWorld	€ 35k
Germany	Germany	PSFT	€ 45k

Status: October 31, 2006

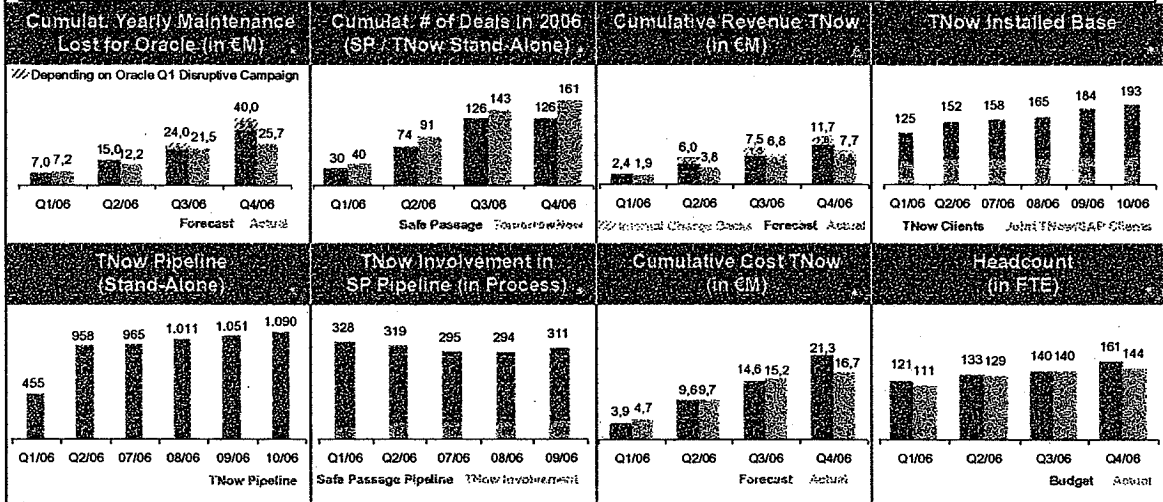
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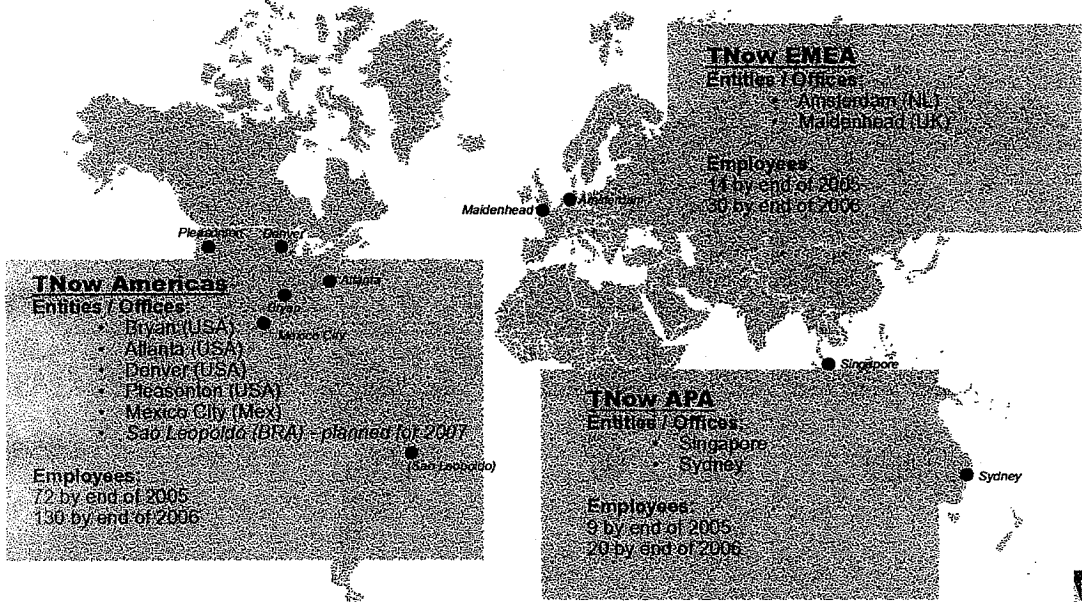
TomorrowNow - Delivery Status by October 31, 2006

KPI	Status	Comment
Lost Maintenance for Oracle	🚫	Doubled cumulated yearly volume of signed and renewed TNow maintenance contracts (50% of previous fees); approx. another € 5M lost maintenance for Oracle not reflected (caused by renegotiations)
# of Deals in 2006	📈	126 booked SP deals, 106 new TNow contracts and 55 TNow renewals in 2006
Revenue TNow	⚠️	Below Forecast 10 due to lower charge backs expectations and aggressive Oracle Lifetime Support strategy → Forced Oracle into maintenance fee battle
TNow installed Base	📈	Currently 29% 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 22% (69 opportunities in total)
Cost TNow	📈	In line with Forecast 10 (due to reduced marketing spendings in Q4)
Headcount	📈	Headcount plan adapted according to revenue numbers



Global Organization and Governance Model

TNow Board of Directors Andrew Nelson / Greg Tomb / Mark White	SAP Board Area GSS Gerd Oswald / Bernd Welz
TNow President & CEO Andrew Nelson	SAP TNow Global Biz Owner Thomas Ziemer



Safe Passage/TomorrowNow - Cross Sell Opportunities

16 Joint Customers

204 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

193 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")



Status October 31, 2006

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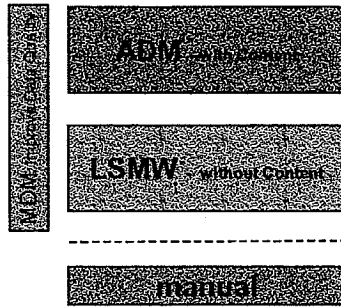
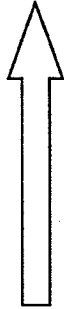
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Safe Passage Relaunch - SAP ADM Data Migration

Migration Approach

Degree of Productization
Size of Installation
Data Migration Complexity



- Productized standard content for complex objects
- Migration of historical and in-process data
- High performance for mass data
- Direct Database access

- Less complex data migration requirements
- No historical data, no in-process data
- Low performance requirements
- Using application interfaces (BAPIS, IDOCs, Direct Input, Batch Input etc.)

- No automatic data migration
- Appropriate when business objects have low data volume
- Alternative in low cost countries



Free of Charge

- All Data Migration Tools and -Content free of charge



Separation of Tool and Content

- All Data Migration Content available Service Marketplace
- One common Tool for all Data migration techniques



Tool shipped with the product

- Data Migration Tool included within Standard Shipment



Data Migration Services

- Training, Expert Services, Consulting

Status	204 in Total
Already done with ADM (Involvement Level Process (Dzsal), Rollback, Kontr. Krenby)	4
Potential Project 06 (e.g. Verizon, Berliner Glas)	6
Potential Project 07	36 + 7 (not closed yet)
Potential Project 08	5
Projects are already running or done without ADM (e.g. LSMW)	47
No project or no Data Migration	21
New customer	85

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THE BEST FOR BUSINESS FROM SAP

TNow Baseline 2007

THE BEST FOR BUSINESS™ WITH SAP 

Baseline TomorrowNow - Communicated October 27

	BASELINE					Adjusted internal plan	Internal Plan
	Q1	Q2	Q3	Q4	Total 2007	Total 2007	Total 2007
EXTERNAL REVENUE	5.762	5.896	5.852	5.910	23.329	23.329	19.738
3rd Party Services	-389	-13	-243	-443	-1.089	-744	-764
Personnel Expenses	-4.910	-5.310	-4.784	-5.644	-20.648	-21.853	-21.511
Travel/Entertainment	-319	-319	-319	-319	-1.276	-1.148	-1.130
Marketing	-321	-321	-421	-421	-1.485	-2.054	-3.344
Infrastructure	-927	-965	-889	-822	-3.603	-2.303	-2.303
Local EXPENSES	-6.856	-6.929	-6.656	-7.650	-28.111	-28.102	-29.052
Internal Charges, net	-120	-120	-120	-120	-479	-483	5.144
Building / IT / Other Ass.	-4	-12	-61	-65	-142	-138	-138
TOTAL EXPENSES	-6.980	-7.061	-6.836	-7.835	-28.722	-28.722	-29.044
OPERATING RESULT	-1.228	-1.255	-985	-1.925	-5.393	-5.393	-4.306
Headcount (in FTE)							
Average FTE							
Headcount in FTE (EOP)							



TNow Acquisition Monitoring

November 27, 2006

THE BEST-BUY BUSINESS FOR SAP



TomorrowNow – Financial Scorecard

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


TomorrowNow (in million €)	Actuals 2004	Actuals 2005	Forecast 2006	Outlook 2007 [*]
Product Revenue Stand-Alone	2.0	3.5	10.1	23.3
Internal Chargebacks	—	0.0	1.6	4.8
Total Revenue	2.0	3.5	11.7	28.1
Total Operating Expenses	-1.9	-7.2	-21.3	-28.1
Income (Loss) from Operations	0.1	-3.7	-9.6	0
Profitability	4%	-106%	-82%	0%
Headcount (in FTE)	35	95	180**	211

* Baseline Approved

** Budgeted Headcount incl. Oracle Disruption Campaign



TNow CRM On Demand

THE NEXT BUSINESS GENERATION 

Executive Summary

1. User Interface

The user interfaces of salesforce.com and SAP CRM on-demand (COD) can be considered state of the art and are very intuitive. Some navigational issues have been identified in SAP's offering.

2. Functional Coverage

SAP's CRM on-demand solution shows some gaps regarding Tnow's requirements. Automated lead import from external sources, reporting on tasks and custom reports. All were available in salesforce.com.

3. Customer Assessment

Tnow's satisfaction with SAP's CRM on-demand process coverage is significantly lower than with salesforce.com (2.0 for SAP vs 3.5 for salesforce.com).

4. User Productivity

A usability study conducted independently of Tnow has surfaced that both solutions are mostly comparable in number of clicks. But SAP's CRM on-demand takes clearly more time to perform the listed tasks. (e.g. lead to opportunity process takes 467% longer, reports take 4067% longer to execute than with salesforce.com).

5. System Performance

The usability study and Tnow's direct feedback are in sync that performance of the system is not acceptable.

6. Service Quality

The quality of the service including the application itself can be considered as clearly below industry standard according to both Tnow and the usability lab.



Process Comparison

Business Processes	Salesforce.com		CRM on-demand	
	Coverage (yes/no)	Assessment (5=best, 1=worst)	Coverage (yes/no)	Assessment (5=best, 1=worst)
Lead creation				
Automated lead routing				
Lead Reporting				
Lead to Opportunity Management	yes	4	yes	4
Opportunity Reporting				
Task Management				
Task Reporting				
Priority Management	yes	4	yes	4
Management Reporting	yes	4	yes	4
Percentage covered / overall assessment	100%	4.4	75%	4.0
Operations	Score (5=best, 1=worst)		Score (5=best, 1=worst)	
Ticket creation				
Ticket resolution quality				
Application flexibility / extensibility				
Application Usability / intuitivity				
System performance / stability				

Source: TNow

© SAP AG 2005, salesforce.com vs. SAP CRM on-demand TNow comparison/23

Source: TNow



Usability Comparison

Business Processes	Number of Clicks		Number of Screens		Ø Time (s)		Δ%
	Salesforce	CoD	Salesforce	CoD	Salesforce	CoD	
Lead Creation	2	2	3	3	0:25	0:30	-16%
Lead to Opportunity Management	2	7	3	7	0:30	2:25	-74%
Task Management	2	2	3	3	00:08	00:08	0%
Report (execution time)	1	1	1	1	00:03	00:03	0%
Create Custom Report	7	5	8	10	00:51	n.a.	n.a.

¹ Time including re-login and re-navigation in order to see the new task in the opportunity page

Source: Usability Lab

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Handwritten text and a small SAP logo.



Top 5 areas of improvements

■ Performance

No doubt the number 1 wish for all organizations. Overall speed improvements, would help out in all areas.

■ Reporting

Ability to create queries over all data in COD.

BW should accept and being able to report over all data in COD.

Ability to create BW over our data like accounts with owners, accounts with all contacts and owners.

■ Lead import utility

Lead import utility need to be able to load our leads from the website and being able to import data from spreadsheets. We then need to be able to validate the data in COD, before creating leads from the intermediate tables.

■ Task management

Ability to see phone numbers for contacts from all task related pages.

Integration with Lotus Notes for contacts, tasks and appointments.

■ System Usability

Make the system more user friendly. Have fields like customer brought over to the search when adding contacts, execute searches for the user instead of having him do it, allow only to select from predefined lists, ability to set defaults for currency and country etc.

Source: Tnow

