

Barbara Allario 8-26-04

North America Team Status Report (Rob's Team) -

Current stats:

DIA – 44.9

Aged over 90 –1.9%

Wins/Saves

Rockwell Automation: Customer received settlement through our settlement process and has decided to retain support on two out of three products – paying TC. Long time to resolve but AE and Support Sales worked well together to get settlement and retain business. AE has possible business in the next quarter. Did have to renew in arrears though.

Aging Highlights:

| Invoice Number | Customer | Comments | Value |
|-----------------------|---------------------|--|--------------|
| USA0084298 | Rockwell Automation | 8-12-04: Nothing changed as of today 8-4-04: Training now says customer used the training units so we therefore do not owe them a credit. Training rep reviewing Training Reconciliation document with customer. 7-29-04: Balance from \$535K invoice. Customer over paid on training units. They are supposed to get a credit for the amount of \$53,125 so they short paid. Training is deciding if they will issue credit in the form of training units or an actual dollar credit that will be applied to this balance. | \$53,125.00 |

Arrears Highlights:

| Opportunity | Customer | Comments | Value | Renewal Date |
|--------------------|-----------------|-----------------|--------------|---------------------|
|--------------------|-----------------|-----------------|--------------|---------------------|

Highly Confidential Information - Attorneys' Eyes Only

ORCL00131228

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| UNITED STATES DISTRICT COURT NORTHERN DISTRICT OF CALIFORNIA Case No. 4:07-cv-01658 PJH/EDL DEFENDANT Exhibit No. A-5663 Date Admitted: _____ By: _____ Nicole Heucman, Deputy Clerk |
|---|

| Number | | | | |
|-----------|----------|--|--------------|----------|
| OPP56314 | Rockwell | <p>8-26-04: Should close win soon. Waiting for calc analyst to process the drop</p> <p>8-12-04: Still awaiting some response from Daryl Z on settlement.</p> <p>8-4-04: Dana and Gary going to customer site next week. We are trying to get a decision from Daryl so that they can present offer and hopefully close out this renewal issue. Need to discuss Mnt next steps with Rob. 7-29-04: Customer in settlement. Customer refusing to renew remaining products until settlement offer is presented.</p> | \$106,992.00 | 6/19/04 |
| OPP41920 | Thrivent | See details below under "Other Issues" | \$177,734.00 | 12/31/03 |
| OPP123531 | Masco | See details below under "Other Issues" | \$60,605.07 | 12/31/99 |
| OPP64281 | Mosaic | Working on three year prepayment for all renewals. We are reviewing numbers right now. Amendment in customer hands. Hope to close early next week. | \$15,313.76 | 8/23/04 |

Expansion

Revenue to be recognized in current quarter

| Customer | Opportunity Number | License Fee Amount | Forecast Status | Comments (expected close) |
|------------------------|---------------------------|---------------------------|------------------------|----------------------------------|
| Richardson Electronics | OPP117520 | \$103,854.00 | \$20,770.00 | Closed |
| Pella | OPP118026 | \$166,500.00 | \$33,300.00 | 8/30/04 |
| Wells Fargo | OPP123203 | \$18,750.00 | \$3,750.00 | 9/30/04 |
| MICROVENA | OPP124295 | \$5,415.00 | \$1,083.00 | Closed. |

Reinstatements

| Opp # | Customer | Comments | Value | Forecast Status |
|--------------|-----------------|-----------------|--------------|------------------------|
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| | | | | |

Projects/Opportunities you are working on :

Participating in 8.9 Focus Group.

Marcus Group divestiture –

8-12-04: Need to discuss sales proposal with Rob. I have told sales that our policy is to go to TC is a customer wants to right-size.

They feel this is a different story since this is a divestiture not just a change in profitability. Sales wants to reduce the maintenance fee by the amount the customer is reducing its overall revenue. I will be sending you details under separate e-mail.

8-4-04: Company selling off a division and requesting review of their license.

St. Paul take over of Travelers Indemnity –

8/26/04: Working with Todd Dokken to understand the Travelers account which is a spin off from Citibank originally and now been bought by St. Paul Co. To say the least Citibank agreement is complicated and travelers has the right to some of their HR software through Citibank license. Todd has opportunity for license revenue due to product disparity. Probably no growth since all are customers. Working with customer (new purchasing agent from Travelers) to align dates and understand the St. Paul renewals.

Wells Fargo buy out of Strong Financials

8/26/04: Working to get last Strong renewals done. They have requested ability to pay on a quarterly basis until they are on Wells systems. We are working on an amendment to do this since this is a one-off where we aren't requiring customer to commit to a full year of support. Working with Wells AE on synching up products.

Process Issues

8/26/04: Need to move into November in order to get more renewals into deferred rev. All PS renewals for November are in Negotiation but all JDE renewal (most are November 1) are still in Pre-qualify. This will hurt our DIA.

8-12-04: Seems that Calc Analysts are stretched these days so our mnt requests are taking longer to complete which hurts out DIA. Also opps for October are still in Prequalify. I believe this is across the board not just with my analyst.

General Employment Items Employee Issues

Other Issues (With Field)

US Filter Operations:

8-26-04: Resolved. Rob approved credit/rebill for this old AR. Should clear books as soon as routed through our credit process.

8-12-04: Trying to clear up an old AR. They did not drop support in time. I pro-rated them a 90 day fee. Long story and paper trail. We are more than justified. Had call with customer and AE today. At this point AE and I have pointed out that we gave them fair warning. Think we need to set up a call with you repeating the same thing and pointing out our concessions once again. Basic "agree to disagree" position at the moment.

Manitowoc:

8-26-04: Have three year prepayment option in front of customer right now. Having trouble getting a response from them. Need to force their hand since renewal is 9/27/04 and we are into our 35 day window.

8-12-04: Customer has seen huge increases over the last two years. Is questioning another 12% increase this year. AE is also questioning. They were some of the poor souls who came off of TC during the years when we had freedom to raise any amount.

Increase history:

2001 – 2002: \$89,000 (first year of license and no cap put into place by AE)

2002 – 2003: \$174,656 (I did this to them under our old policy. TC was higher but I still obviously got a huge increase out of them. Graciously put them on 12% caps.

2003 – 2004: \$195,614.72 (12% cap applied since still below TC)

2004 – 2005: Pending: \$229,088.49 (12% cap again applied. TC = \$330,195. Customer has increased exponentially over last three years. New management in place and questioning the increases.

Quad/Graphics:

8-26-04: Customer has informed me they will keep support on Merant and ePay only. Too weird. I am working with AE and PSE to try to save this account but isn't looking good. Right now I have sent them the pricing to retain the two products and asked them to confirm in writing that they want to drop all remaining products. Hate to loose them but have already offered discounted fees through a prepayment. Users are not responding to AE. We are dealing with purchasing so never really sure if they are going for a better price or really will leave us.

8-12-04: Customer is considering using TomorrowNow. I have quoted him fees based on dropping of products and going to Standard support. AE will be organizing a face-to-face with CIO and VP HR to see if TomorrowNow is really a threat or is purchasing is using it as leverage to receive discount on maintenance. Might go into arrears but hopefully will get resolved prior to 8/28 renewal date.

Thrivent: Arrears renewal

8-26-04: Possibility that this should have been part of the IPA that had the license fees on it. Financing contact has been out and backin next week. It is too complicated to drag in some one else. My customer contact is back in office next week and I hope to resolve then. Looks like this renewal amount was left off of IPA so customer does owe it to us.

8-12-04: have talked with customer purchasing contact. He is asking for a summary of allof Thrivent renwals and how they relate to the financing documents. He wants us to prove that the "found" revenue was not included in the financing transactions and was truly missed. He is also talking about wanting to finance and extending all of their prepayments out. I'm going to try to separate the two issues so I can get this arrears renewal completed.

8-4-04: Found \$170K that should have been billed in December 2003. Opportunity has been entered. Getting older by the minute. Now the old contact has left the company. I have dropped three voicemails trying to find the right contact. AE gave me two names to call but no result so far.

Manpower: Will be Arrears if it closes

8-26-04: Premium support still in discussions

8-12-04: Need update from Brian. Send him feeler today.

8-4-04: Premium renewal. Will be back dated to June 30, 2004. Brian Cannon working with them to sell Premium. I am not involved. No oppportunity in system yet. Brian meeting at customer sight 8/5/04 and will send me an update.