

.

From: Elizabeth Shippy [elizabeth.shippy@oracle.com]
Sent: Monday, February 12, 2007 9:14 PM
To: swartz Kari L; McMillan Eileen D; McCarthy Timothy ROBERT
Subject: FW: other at risk customers? RE: PSFT/JDE 3rd Party At Risk Analysis Report 2/8/07

Agenda item for our next At Risk discussion...

-----Original Message-----

From: Rick Cummins [mailto:rick.cummins@oracle.com]
Sent: Monday, February 12, 2007 9:13 AM
To: elizabeth.shippy@oracle.com
Cc: SCHIFF JOHN ALEXANDER; sheila.ebbitt@oracle.com
Subject: RE: other at risk customers? RE: PSFT/JDE 3rd Party At Risk Analysis Report 2/8/07

John and Team,

Any customer at risk is tracked very closely at the regional manager level. Each regional manager has a weekly review of any accounts at risk with the support sales rep on those accounts. As you are aware, my team has the a large majority of JDE/PSFT accounts, but there are also approximately 2,000 renewals in Romania and a couple thousand renewals spread across the Oracle team as well. There is not a "system" report for reporting all renewals at risk at the current time and therefore, there is not a consolidated report available. Each team is managing this within their teams.

Regards,
Rick

Rick Cummins

ORACLE | Support Services

Senior Director, North America Support Services
One Technology Way
Denver, CO 80237
Phone: 303-334-4795
Fax: 303-334-1288

-----Original Message-----

From: Elizabeth Shippy [mailto:elizabeth.shippy@oracle.com]
Sent: Thursday, February 08, 2007 4:32 PM
To: CUMMINS RICK
Cc: SCHIFF JOHN ALEXANDER; sheila.ebbitt@oracle.com
Subject: other at risk customers? RE: PSFT/JDE 3rd Party At Risk Analysis Report 2/8/07

Rick,

Would like your input on this discussion: how are we tracking all customers who are at risk of dropping (not just the 3rd party threat)?

John/Sheila,

FYI that Rick is out this week so expect to hear back sometime next week.

thanks,
Beth

-----Original Message-----

From: Sheila Ebbitt [mailto:sheila.ebbitt@oracle.com]
Sent: Thursday, February 08, 2007 4:10 PM
To: elizabeth.shippy@oracle.com
Cc: SCHIFF JOHN ALEXANDER
Subject: RE: PSFT/JDE 3rd Party At Risk Analysis Report 2/8/07

No

But it would be good to know who is considering dropping BEFORE they drop – and if this is not on the At Risk Report because they haven't specifically stated they are going to a 3rd party – and if it is not on the cancellation report because they haven't dropped yet – how do we get visibility?

We had thought the At Risk was anyone that we were AT RISK for losing as a customer (losing the maint. \$\$) –

John – do you want to weigh in?

Sheila Ebbitt
Customer Loyalty Director
Oracle - JD Edwards World

(303) 334-5306 (direct)
(303) 748-2467 (cell)
(303) 334-4739 (fax)

From: Elizabeth Shippy [mailto:elizabeth.shippy@oracle.com]
Sent: Thursday, February 08, 2007 2:43 PM
To: sheila.ebbitt@oracle.com
Subject: RE: PSFT/JDE 3rd Party At Risk Analysis Report 2/8/07

Hi Sheila,

We have cancellation reports that list all customers who drop maintenance regardless of why they drop.

The At Risk report is only listing customers who tell us they are evaluating other 3rd party support providers.

Do you have visibility into the cancellation report?

-Beth

-----Original Message-----

From: Sheila Ebbitt [mailto:sheila.ebbitt@oracle.com]
Sent: Thursday, February 08, 2007 12:49 PM
To: elizabeth.shippy@oracle.com
Subject: RE: PSFT/JDE 3rd Party At Risk Analysis Report 2/8/07

Beth,

In reference to my email below on Education Direct – the rep – Kelly Stevens understood that she only reported for the At Risk if the customer was at risk for going to 3rd party provider... NOT if we were at risk of losing them as maintenance customer. Is that correct? I believed it was the latter.

Sheila Ebbitt
Customer Loyalty Director
Oracle - JD Edwards World

(303) 334-5306 (direct)
(303) 748-2467 (cell)
(303) 334-4739 (fax)

From: Elizabeth Shippy [mailto:elizabeth.shippy@oracle.com]

Sent: Thursday, February 08, 2007 12:28 PM

To: joan.smeal@oracle.com; Christopherson Mark A; Terry Sherman Ike; SIMPSON GREGORY G.; VAN ROMPAEY FRANCES; TELFORD DAVID; MACNAUGHTON JOHN; LOPEZ LOU; DIRRIM MARK; BURRY MARGARET M.; HORAN ANNETTE; BORA MUHAMMAD YUSUF J.; BUI CATHERINE F.; JACKSON MIKE; BARRADAS CARLOS A; EBBITT SHEILA; HOUGHTON JOHN N.; BOWER JOHN T.; JONES LISA K.; ZACHARKO DARYL W.; KAZMIR DEBORAH ANN; SMITH GORDON D; WEBB JOHN K.; BRADLEY JANET L.; MURGUIA PATRICIA; SUTHERLAND ROCHELLE J.

Subject: PSFT/JDE 3rd Party At Risk Analysis Report 2/8/07

Team,

Please see attached for latest At Risk analysis.

Thanks,
Beth