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From: Lenley Hensarling [lenley.hensarling@oracle.com]
Sent: Tuesday, November 07, 2006 4:27 PM
To: buffy.ransom@oracle.com; patti.mcmillan@oracle.com; EKDAHL LYLE
Cc: John Wookey
Subject: RE: Electrolux - cancellation of support for E1

This has been a long time coming. I wonder how they will fare, as they have required constant care and feeding. They are also buying G-Log and want the integration to JDE. I'm not sure how one can make that work without having access to the ESUs that we will need to make the integration work. It should be interesting. If their business is shut down at some point due to OS or middleware issues that need accommodation from the software tools area (and they have seen a bit of that) we will need to see what how they deal with us.

Regards - Lenley

From: Buffy Ransom [mailto:buffy.ransom@oracle.com]
Sent: Tuesday, November 07, 2006 4:59 PM
To: HENSARLING LENLEY JAY; patti.mcmillan@oracle.com; EKDAHL LYLE
Subject: FW: Electrolux - cancellation of support for E1

From: Steve Boulton [mailto:steve.boulton@oracle.com]
Sent: Tuesday, November 07, 2006 8:50 AM
To: nalsup_managers_ww
Cc: RANSOM BUFFY
Subject: FW: Electrolux - cancellation of support for E1

FYI

This is a big loss. Electrolux say they are not going to a competitor for E1 Support but time will tell. They are many Electrolux companies in address book that this applies to (see list at bottom of mail below).

Please note that CRM support is still in place.

regards
Steve

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

From: Kevin Ramskir [mailto:kevin.ramskir@oracle.com]
Sent: 06 November 2006 14:07
To: steve.boulton@oracle.com
Subject: RE: Electrolux - cancellation

Steve

Effectively dropping by contract, which equates to product (JDE) in this case. There was a separate contract for PSFT CRM product, sold before PSFT took over JDE and was never consolidated (although date-aligned). Does this explain it ?

Cheers

K

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

From: Steve Boulton [mailto:steve.boulton@oracle.com]
Sent: Monday, November 06, 2006 12:22 PM
To: kevin.ramskir@oracle.com
Subject: RE: Electrolux - cancellation

Kevin-

Electrolux AB have about 5 cases open for Support on the E1 CRM product. The mail below says Electrolux AB has dropped support but you said on the phone they are support for CRM. Are we dropping Support by site or product ?

regards
steve

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

From: Kevin Ramskir [mailto:kevin.ramskir@oracle.com]
Sent: 06 November 2006 12:01
To: BOULTON STEVE
Subject: FW: Electrolux - cancellation

Steve

As discussed - see list of Electrolux JDE contracts cancelled on C1. The PSFT CRM software in AEG (division of Electrolux) is unaffected.

K

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

From: Sara Garrett [mailto:sara.x.garrett@oracle.com]
Sent: Friday, November 03, 2006 2:02 PM
To: Lynwen.Hardaker@oracle.com; BROCK JOHNATHON
Cc: RAMSKIR KEVIN PETER; Nyberg Therese
Subject: RE: Electrolux - cancellation

Thanks Lynwen & Jonathon.

SR is logged 8709585 with attachments

Cheers
Sara

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

From: Lynwen Hardaker [mailto:Lynwen.Hardaker@oracle.com]
Sent: 03 November 2006 13:37
To: sara.x.garrett@oracle.com
Cc: RAMSKIR KEVIN PETER; Nyberg Therese; BROCK JOHNATHON
Subject: RE: Electrolux - cancellation

Hi Sara,

It is a shame that we were not able to keep this maintenance.

However, Johnathon Brock will create a case and drop support for all of the below Customer IDs today. We should still create an SR through the Oracle systems. Could you please put in a note in the SR to say that you are creating the SR for the attention of Johnathon Brock? Johnathon can then

cross reference the SR to his case. We will also need the drop letter to attach to the Customer IDs in C1. Johnathon will keep his case open until he receives the letter from Kevin and is able to attach that to the Customer IDs.

Kind regards,

Lynwen Hardaker
 Customer Care Manager UK
 Oracle Global Customer Care - EMEA
 Tel: +44 118 924 5007
 Lynwen.Hardaker@oracle.com

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

From: Sara Garrett [mailto:sara.x.garrett@oracle.com]
Sent: Friday, November 03, 2006 12:34
To: HARDAKER LYNWEN
Cc: RAMSKIR KEVIN PETER; Nyberg Therese
Subject: Electrolux - cancellation
Importance: High

Hi Lynwen

We have been trying to save the Electrolux support cancellation but unfortunately without success.

We therefore need support to be switched off immediately - contract expired 1 Nov - for all sites below. Please let me know if you would like a ticket raising. However, I did not just want to raise a ticket due to the urgency and importance of this task.

Letter to Electrolux to follow from Kevin.

The only part of Electrolux to still have support is the German entity (known as AEG - customer 80000).

Please could you confirm.

Thanks
 Sara

ID	Company Name	Company Type	Status	Support Package	Country	Indu
2009941	Electrolux Home Products Corp N.V	Customer	Active	Platinum	Belgium	WH Elec App Equ
312947	Electrolux AB	Customer	Active	Standard	Sweden	IND Hou App CPE
2012025	Electrolux France	Customer	Active	Platinum	France	Furi Fixt IND
254958	Electrolux Home Products	Customer	Active	Platinum	United States	Hou Coc Equ WH
309296	Electrolux Home Products AEG Netherlands B.V.	Customer	Active	Platinum	Netherlands	WH Elec App Equ
295834	Electrolux Home Products Belgium	Customer	Active	Platinum	Belgium	WH Elec

295834	<u>Electrolux Home Products Corporation N.V</u>	Customer	Active	Platinum	Belgium	App Tele WH Elec App Tele WH Elec App Tele IND Hou App IND Mac Met Equ IND Hou Coc Equ WH Hor PSC Info Reti Ser PSC Info Reti Ser IND Hou App IND Hou Coc Equ WH Elec App Tele HIT Elec Elec & C
2009698	<u>Electrolux Home Products-AUS</u>	Customer	Active	Standard	Australia	
312947	<u>Electrolux Home Products-AUS</u>	Customer	Active	Standard	Sweden	
2009655	<u>Electrolux Husqvarna</u>	Customer	Active	Platinum	Sweden	
2009659	<u>Electrolux IT Solutions</u>	Customer	Active	Platinum	United States	
306852	<u>Electrolux IT Solutions</u>	Customer	Active	Platinum	United Kingdom	
2009564	<u>Electrolux IT Solutions AB</u>	Customer	Active	Platinum	Sweden	
2009564	<u>Electrolux Ltd</u>	Customer	Active	Platinum	Sweden	
312947	<u>Electrolux Ltd</u>	Customer	Active	Standard	Sweden	
2045561	<u>Electrolux Pty Ltd</u>	Customer	Active	Platinum	Australia	
248095	<u>Electrolux do Brasil S.A</u>	Customer	Active	Platinum	Brazil	
2034060	<u>Electrolux h.p. España, S.A.</u>	Customer	Active	Platinum	Spain	

Best regards
Sara
+44 118 924 5107