

Message

From: CN=Owen O'Neil/O=TomorrowNow
Sent: 4/8/2005 9:49:43 AM
To: CN=Krista Peden/O=TomorrowNow
Subject: Latest Version
Attachments: Cost Benefit V6.ppt

Added a few more things.



Cost Benefit
V6.ppt



CONFIDENTIAL INFORMATION

TN-OR02942461

UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF CALIFORNIA
Case #: 07-cv-01658-PJH
PLNTF EXHIBIT NO. 0196
Date Admitted: _____
By: _____
Nichole Heuerman, Deputy Clerk



TomorrowNow, Inc.

Scaling Models for PeopleSoft Support

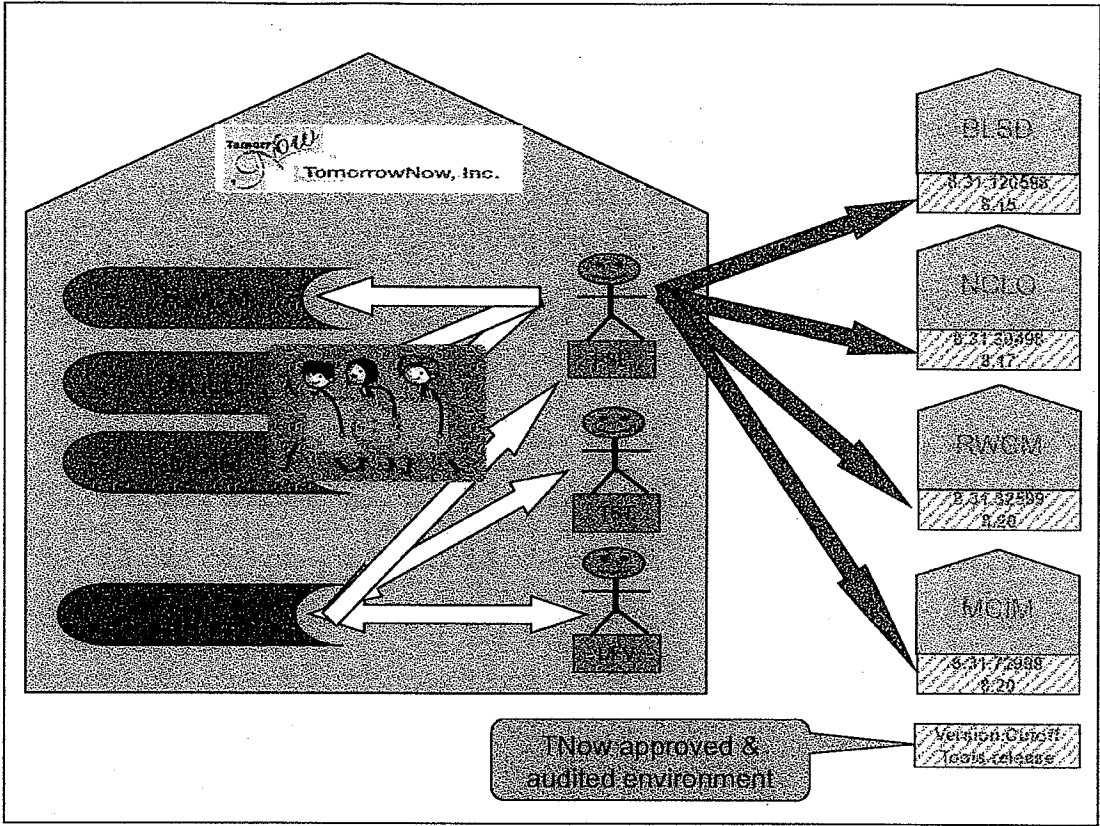
Feasibility/Cost/Benefit
Analysis

Proposed Models

- Yellow (all yellow)
 - All customers in-house (existing model)
- Blue (all blue)
 - All customers required to provide a remotely accessible environment 24/7
- Green
 - Some customers in house, some remote

All Models

- Would benefit from new and/or refined automation procedures
- Will benefit from additional Automation
- Would benefit with Environments on demand (EOD)



Yellow - Cost

- Infrastructure: Most expensive
 - In house Equipment
 - Software Licenses
- Human Capital: Least expensive
 - Business as usual

Yellow - Stability

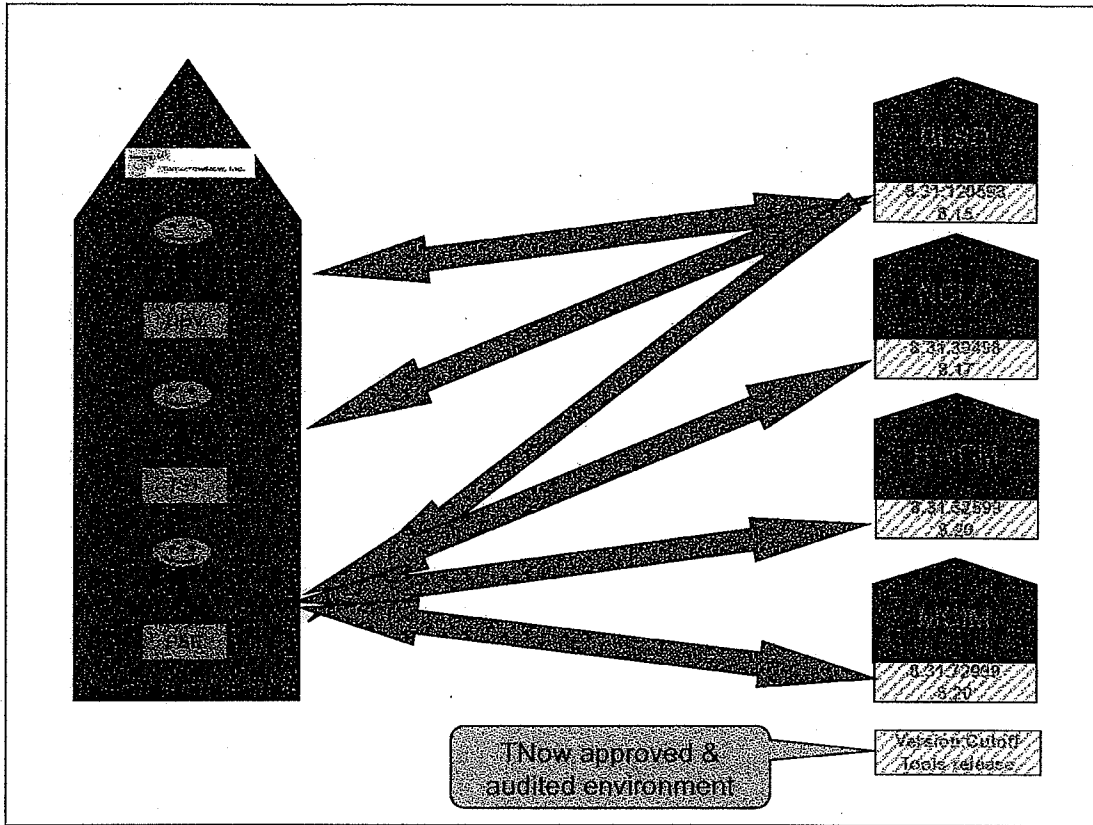
- Most stable model
 - Infrastructure
 - All equipment in house
 - Fix mastering definitely done by us
 - In house admin, tech support, etc.
 - No need for verification, auditing, and monitoring

Yellow - Scalability

- Simplest Model
 - As we scale, infrastructure grows
 - Single procedure for on boarding
 - Lead time for setup
 - No connection issues
 - No additional procedures required
 - # of new customers limited to space available or obtainable

Yellow - Considerations

- Huge idle infrastructure
(Unless on demand environments are used)
- Risk : Most likely to make SAP nervous



Blue - Cost

- Infrastructure: Least expensive
 - No In house Equipment
 - Minimal Software Licenses
 - Cost of connectivity (VPN, Webex, etc.)
 - Remote equipment cost
- Human Capital: Most expensive
 - The need to develop and test on a remote DB will decrease efficiency
 - If all blue: Transition of existing customers

Blue - Stability

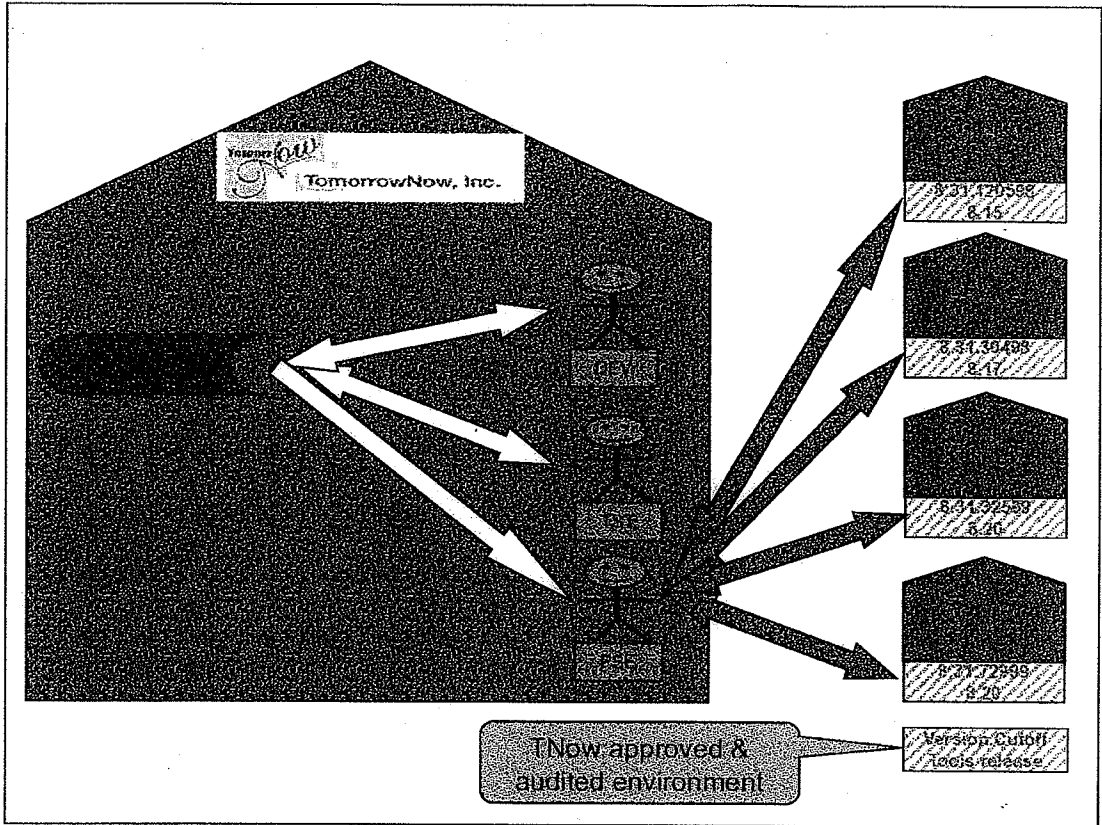
- Least Stable Model
- Customer responsibilities
 - Fix mastering & lead time for setup
 - Backup and Restore
 - Secure environment
 - 24/7 Connectivity
 - Increased communication needs
- Need to monitor system condition

Blue - Scalability

- Low infrastructure overhead
- No limit to # of supported customers
- If we are all blue:
 - Since all Development and testing will be done remotely, no sharing or recycling of work
 - Require more developer hands in lieu of massive automation

Blue - Considerations

- If we are all blue and without extensive automation, redundant effort is needed.
- Ownership of equipment
- Who fix masters the environment
- Standard access Method(s)
- Risk : Least likely to make SAP nervous



Green - Cost

- Need a Yellow seed customer for each flavor. (Our existing customer base will suffice)
- Increased complexity due to multiple paths
- Yellow and Blue costs, based on Y/B proportion (hw, sw, ppl)
- When we need a seed environment, we need to entice a customer to be Yellow.

Green - Stability

- Yellow and Blue stability issues, based on the Y/B ratio.
- Given that new customers will be blue, with the customers being in control, we need to develop standards and procedures to insure the stability of our growing blue population.

Green - Scalability

- Yellow and Blue scalability, based on Y/B proportion.
- With new customers being blue, this should scale very well.

Green - Considerations

- Automate access to environments, whether Yellow or Blue.
- Environments on demand
- Technically, TNow is currently green, with a ratio of 99 % Yellow and 1% Blue
- In general, new customers should be blue, except for seeds where needed.

What about fusion (rel 9) ?

- If I was Larry (aka Rat Bastard), I would make it as hard as possible for TNow to support 9.
- The all blue model would be the likely candidate.