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**From:** Robert Lachs [robert.lachs@oracle.com]  
**Sent:** Tuesday, June 20, 2006 3:01 AM  
**To:** Barbara Allario  
**Subject:** RE: Stora Enso Update

Let's still get the shelfware list and see where we can take this. We can still try to push that even taking on 3rd party support puts current business operations at risk - bad thing to do before a major migration or implementation, and any customer updates/fixes further complicates their environment which will add to the difficulty even of implementing SAP.

just some thoughts. I also plan to say something to Derek and Chris Vogt.

Rob

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

**From:** Barbara Allario [mailto:Barbara.Allario@oracle.com]  
**Sent:** Monday, June 19, 2006 7:16 PM  
**To:** LACHS ROBERT M  
**Subject:** Stora Enso Update

Rob:

Since you and I last talked I've been in contact with ASM (Derek Zeman) for Stora Enso. He has known for at least 6 months that the customer would more than likely be dropping support. The parent is an SAP shop in Finland and has been pushing SAP. There has been a huge management change at Stora Enso over the last year with multiple offices being closed here in the US and staff being laid off. They have been told that they will be going to SAP over the next 2 years. The writing has been on the wall but no one told us (support sales) about it. Since they will be going to SAP in the next couple of years there is no incentive to upgrade therefore our biggest bullet is gone. They can get by with 3<sup>rd</sup> party support and will save about \$600K in that period.

In light of this conversation with Derek Zeman haven't sent the customer a request for their shelf ware list. I'm not sure we would be able to come close to any figure that would keep them in the Oracle arena based on the additional internal politics.

Thoughts? Comments?

Regards,  
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