

From: OSSINFO - Allison [ossinfo_us_appr@oracle.com]
Sent: Thursday, July 14, 2005 3:17 PM
To: ossinfo_us_appr@oracle.com
Subject: Oracle Corporation et al v. SAP AG et al Risk Analysis
Attachments: At Risk Customers 6-13-05.xls; Maintenance At Risk.ppt

Doc. 1206 Att. 7

FYI on PSFT/JDE renewals Å

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

Subject:[Fwd: At Risk Analysis]
Date:Sun, 12 Jun 2005 15:24:33 -0700
From:Chris Madsen <Chris.Madsen@oracle.com>
Organization:Oracle Corporation
To:Jones, Juan <JUAN.JONES@oracle.com>
CC:rick.cummins@oracle.com <rick.cummins@oracle.com>, Lindsey, Kathleen <KATHLEEN.LINDSEY@oracle.com>, Sweat, David <DAVID.SWEAT@oracle.com>, Jason Taylor <Jason.Taylor@oracle.com>, OSSINFO_US_APPR <OSSINFO_US_APPR@oracle.com>

Juan, per your concern about PeopleSoft Accounts "At Risk" here is a thorough analysis that Rick and Team prepared and sent to me on Friday. This will be the data behind a strategy that will involve aggressively contacting these customers solving their issues and bringing in any past due maintenance business and making sure all business is brought in on time at full value. As you know I have a meeting with Dole CIO Tom Crowell on 6/17.

However, with that said, to keep these customers happy and insure they stay with Oracle, we must be able to articulate their future! Without that, we are playing right into the competition's hands. I spoke with John Schiff, VP of Development for the JD Edwards products, and we currently have not decided the upgrade path for Fusion for JD Edward's World customers. I am in the process of evaluating the situation with PS Enterprise customers and will communicate with you at the Sales Kickoff.

Bottomline, is we need to meet with these CIO's asap and sell them on the future of Fusion. The more efficiently we do this with accurate information, the more success we will have in retaining this business. Rick and I will review this data early this week and start to formulate our strategy. As you can see we are right on top of this!

Regards,

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

Subject:At Risk Analysis
Date:Fri, 10 Jun 2005 16:12:40 -0600
From:Rick Cummins <rick.cummins@oracle.com>
Reply-To:rick.cummins@oracle.com <rick.cummins@oracle.com>
Organization:Oracle
To:Jones Juan C <JUAN.JONES@oracle.com>, Madsen Christopher <CHRIS.MADSEN@oracle.com>

Chris Å Juan,

Confidential Information

ORCL00424010

UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF CALIFORNIA
Case No. 4:07-cv-01658 PJH/EDL
DEFENDANT Exhibit No. A-6205-1
Date Admitted: _____
By: _____
Nicole Heuerman, Deputy Clerk

Dockets.Justia.com

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Attached is our At Risk tracking spreadsheet as well as a PowerPoint with summary data.Â Let me know if you have any questions.

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Regards,
Rick

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Rick Cummins
Director, North America

ORACLE | Support Services
One Technology Way
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Regards,
Allison Adams
Business Planning Manager
Oracle Support Services
(phone&fax) 732-726-2429

Maintenance At Risk Analysis

PeopleSoft/J.D.Edwards Customer Base

June 10, 2005

Rick Cummins

Support Sales Director

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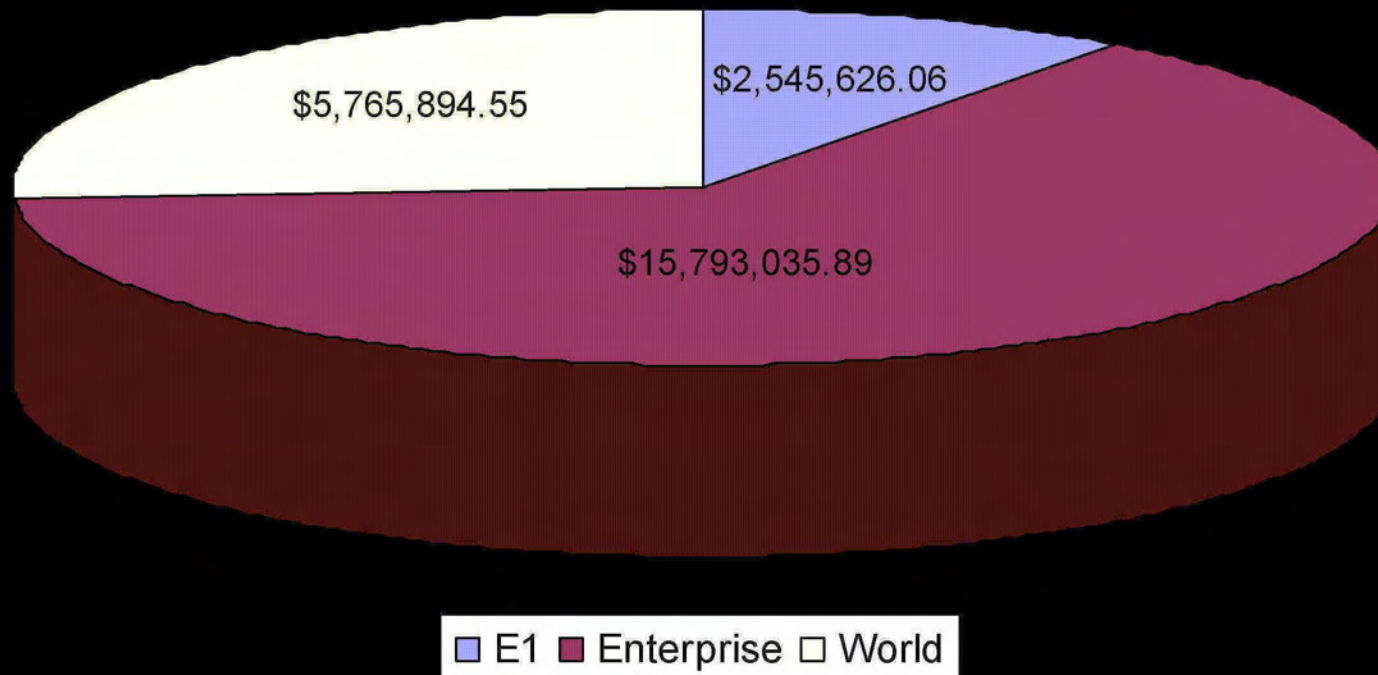
Maintenance At Risk Summary Data

Summary	As of 6/13/05	As of 5/31/05	Net Change from Prior Week	As of 4/25/05
Total Won	22	19	3	11
Total Lost	22	20	2	11
Total in Negotiation	16	18	-2	17
Total At Risk	60	56	4	39
Customers Won	\$ 4,751,378.13	\$ 3,798,924.83	\$ 952,453.30	\$ 2,730,822.83
Customers Lost	\$ 5,053,182.92	\$ 4,434,298.12	\$ 618,884.80	\$ 3,029,267.00
Negotiated Reduction	\$ 700,000.00	\$ 700,000.00	\$ -	
Customers in Negotiation	\$ 13,249,319.45	\$ 10,353,306.05	\$ 2,896,013.40	\$ 8,207,319.72
Total \$\$ of Customers At Risk	\$ 24,804,556.50	\$ 19,278,557.00	\$ 5,525,999.50	\$ 13,967,409.55

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Maintenance At Risk Product Total



Includes Won/Lost/Open (In Negotiation)

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Maintenance At Risk

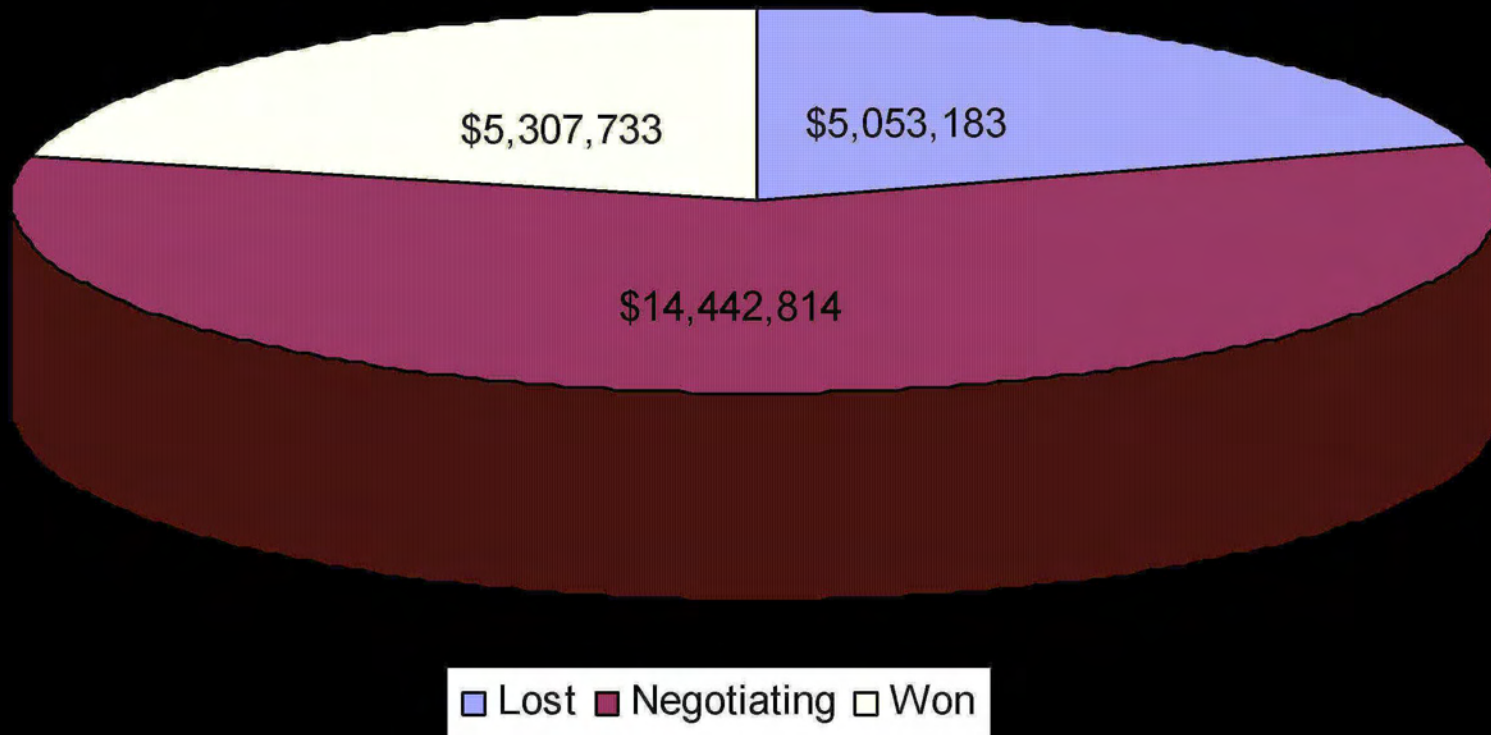
Product/Status

	E1	Enterprise	World
Lost	3	10	9
Negotiating	1	10	8
Won	5	11	5
Total	9	31	22

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Maintenance At Risk Status

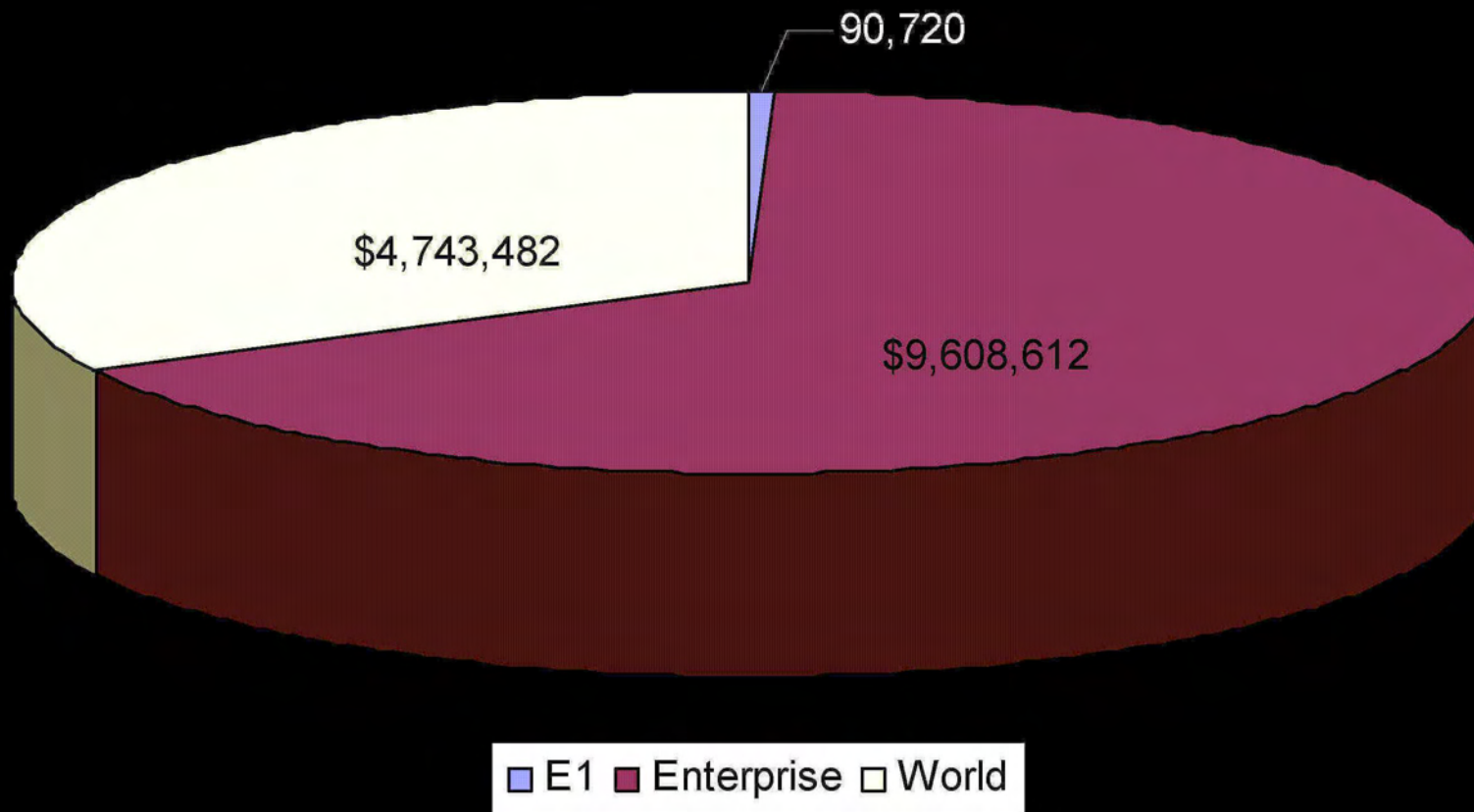


Includes Won/Lost/Open (In Negotiation)

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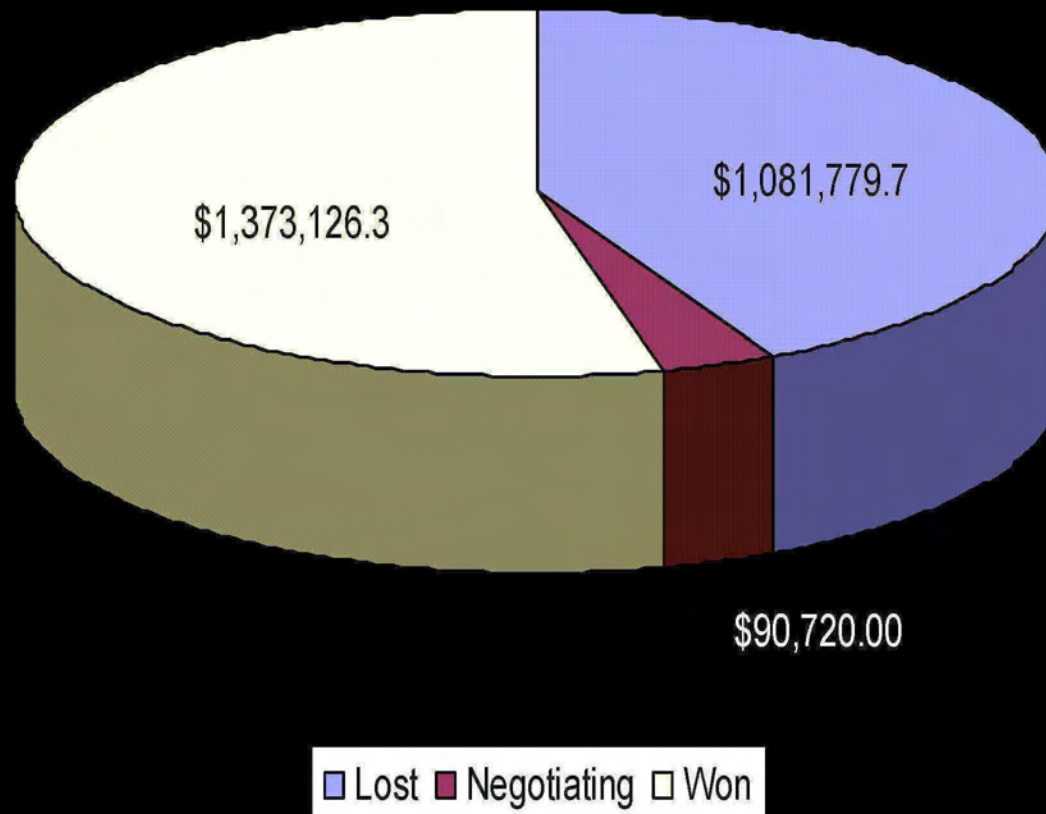
Maintenance At Risk Open (In Negotiation)



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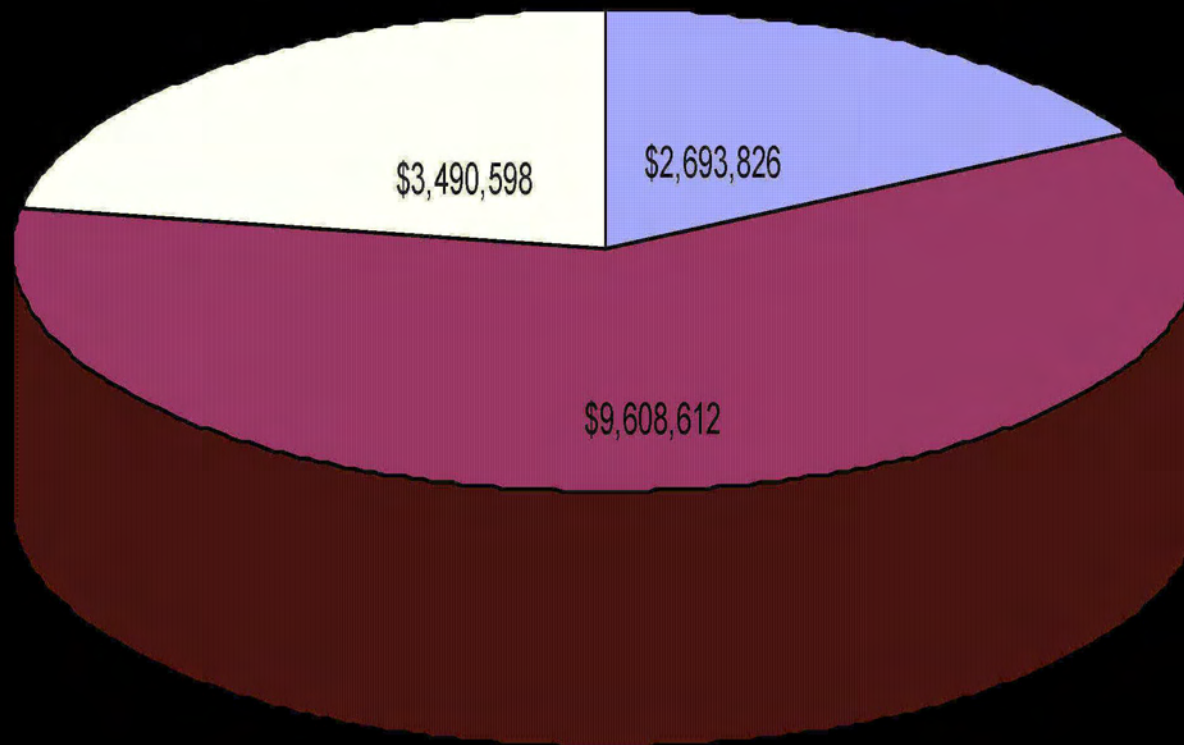
EnterpriseOne At Risk



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Enterprise At Risk

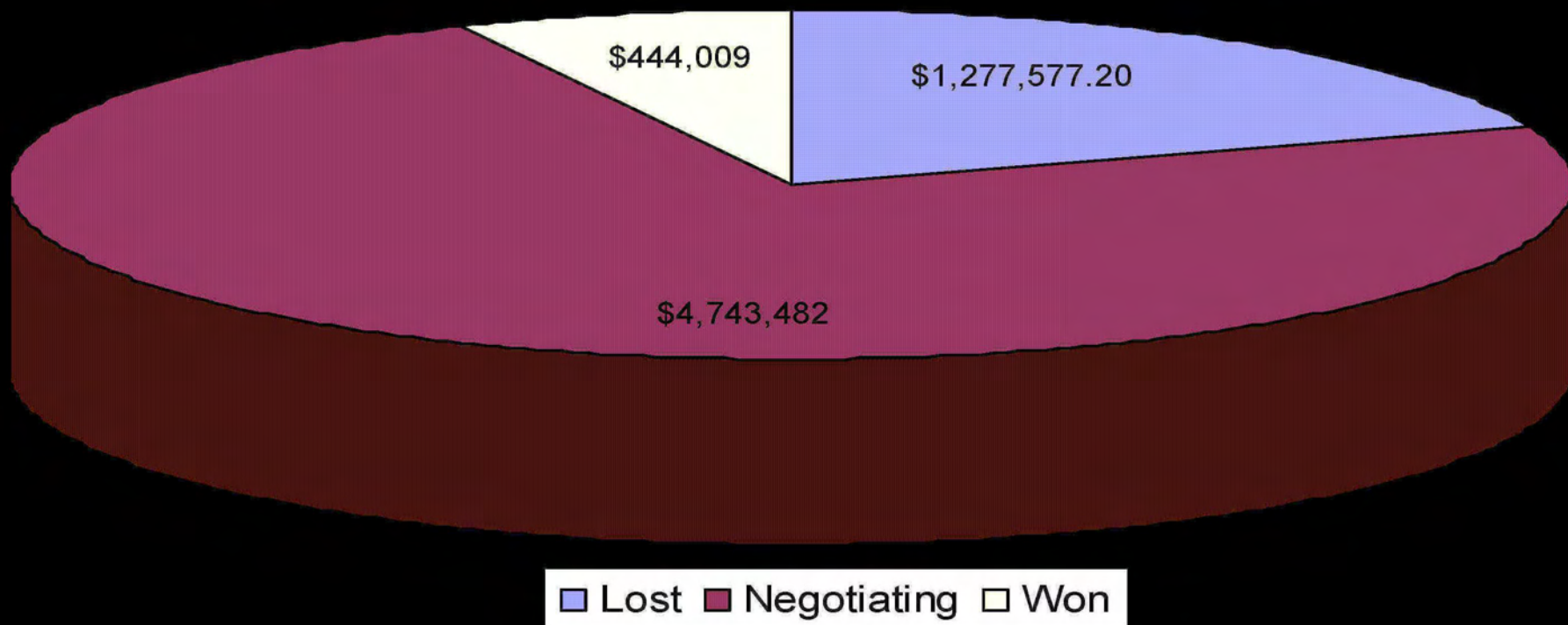


■ Lost ■ Negotiating □ Won

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World At Risk



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Top 10 Customers Open (In negotiation)

<i>Customer</i>	<i>Product Family</i>	<i>Risk/Level</i>	<i>Start Date</i>	<i>Dollar Amount</i>
Waste Mgmt	Enterprise	Moderate	3/17/05	\$ 2,669,000.00
State of Texas	Enterprise	High	9/1/2005	\$ 2,400,000.00
El Paso	Enterprise	Moderate	9/12/05	\$ 1,600,000.00
Dole	World	High	1/1/05	\$ 1,463,600.00
Lexmark International	World	High	8/1/2005	\$ 1,161,090.00
ConAgra	Enterprise	High	3/28/2005	\$ 912,755.60
ESTEE Lauder	World	High	7/1/2005	\$ 803,000.00
Owens Illinois	World	High	2/1/2005	\$ 699,174.00
NY STATE DEPT CIVIL SERVICE	Enterprise	High	6/24/2005	\$ 553,652.00
Magna	Enterprise	Moderate	5/29/05	\$ 525,577.50
			Total	\$ 12,787,849.10

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Population At Risk

Customers on Retired/Retiring Releases

<u>Release</u>	<u>Count</u>	<u>Revenue</u>	<u>ASP</u>
E old	73	\$12,331,613	\$168,926
E 7.0	107	\$2,178,337	\$20,358
E 7.5	517	\$14,317,558	\$27,694
E 7.6	65	\$5,456,169	\$83,941
E 8.0x	181	\$13,459,909	\$74,364
E 8.1x	424	\$45,443,963	\$107,179
E 8.2x	100	\$14,731,120	\$147,311
E 8.3x	354	\$64,528,680	\$182,284
E 8.6x	29	\$2,868,743	\$98,922
E1 old	80	\$1,680,097	\$21,001
Total	1,930	176,996,190	\$91,708

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Population At Risk

Customers on Old World Releases

World A5.x	7	\$56,349	\$8,050
World A6.x	11	218,862	\$19,897
World A7.2	15	420,514	\$28,034
World A7.3	2,473	155,233,728	\$62,771
Total	2,506	155,929,454	\$62,222

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Customer Concerns - World

- Highly customized
- Cost/ROI of support
- Fusion/Product Roadmap
- Limited usage of Support Line
 - Stable product – customers are self-sufficient
- Limited upgrade plans
 - Highly satisfied with product
 - Risk Averse
- Database strategy for Non-Oracle DB

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Customer Concerns – E1

- Cost /ROI of support
- Fusion/Product Roadmap
- Expiration of XE support in 2007
- Cost of upgrading to 8.11 or 8.12 and subsequent upgrade to Fusion
- Database strategy for non-Oracle DB
- Stable/older releases
 - Get limited support and can actually get tax and regulatory updates from third party providers which we may not or may not provide depending on release
 - Evaluating entire ERP solution as they perceive Fusion to be new implementation. Stable release allows them to “wait and see”

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Customer Concerns - Enterprise

- Cost of Support
- Fusion/Product Roadmap
- Database strategy for non-Oracle DB
- Stable/older releases
 - Get limited support and can actually get tax and regulatory updates from third party providers which we may not or may not provide depending on release
 - Evaluating entire ERP solution as they perceive Fusion to be new implementation. Stable release allows them to “wait and see”
 - Cost savings of third party outweigh risks as customers have been coached that they can “bank” the delta in support costs and repurchasing in their own timing.

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