

# **EXHIBIT 19**

JOB NO. 94795

UNITED STATES DISTRICT COURT  
NORTHERN DISTRICT OF CALIFORNIA  
SAN FRANCISCO DIVISION

ORACLE CORPORATION, a	)	Case No. 07-CV-01658 (MJJ)
Delaware corporation,	)	
ORACLE USA, INC., a	)	
Colorado corporation, and	)	
ORACLE INTERNATIONAL	)	
CORPORATION, a California	)	
corporation,	)	
	)	
Plaintiffs,	)	
	)	
VS.	)	
	)	
SAP AG, a German	)	
corporation, SAP AMERICA,	)	
INC., a Delaware	)	
corporation, TOMORROWNOW,	)	
INC., a Texas corporation,	)	
and DOES 1-50, inclusive,	)	
	)	
Defendants.	)	

ORAL AND VIDEOTAPED DEPOSITION OF  
TOMORROWNOW BY AND THROUGH MARK KREUTZ  
VOLUME  
OCTOBER 29, 2007

ORAL AND VIDEOTAPED DEPOSITION OF TOMORROWNOW BY AND THROUGH MARK KREUTZ, produced as a witness at the instance of the Plaintiffs and duly sworn, was taken in the above styled and numbered cause on October 29, 2007, from 3:28 p.m. to 5:32 p.m., before RENE WHITE MOAREFI, CSR, CRR, RPR in and for the State of Texas, reported by machine shorthand, at Jones Day, 717 Texas, Suite 3300 Houston, Texas, pursuant to the Federal Rules of Civil Procedure and the provisions stated on the record herein.

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Q. Now, you're -- Mr. Kreutz, you're testifying today as a corporate representative for TomorrowNow; is that correct?

A. Correct.

Bill Thomson

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THE STATE OF TEXAS )  
COUNTY OF HARRIS )

REPORTER'S CERTIFICATION  
DEPOSITION OF TOMORROWNOW BY AND THROUGH BILL THOMAS  
TAKEN OCTOBER 29, 2007

I RENE WHITE MOAREFI, Certified Shorthand Reporter  
in and for the State of Texas, hereby certify to the  
following:

That the witness, TOMORROWNOW BY AND THROUGH BILL  
THOMAS, was duly sworn by the officer and that the  
transcript of the oral deposition is a true record of  
the testimony given by the witness;

That the deposition transcript was submitted on  
\_\_\_\_\_ to the witness or the attorney for the  
witness for examination, signature and return to Esquire  
Deposition Services, by \_\_\_\_\_;

I further certify that I am neither counsel for,  
related to, nor employed by any of the parties in the  
action in which this proceeding was taken, and further  
that I am not financially or otherwise interested in the  
outcome of the action.

Certified to by me this \_\_\_\_\_ day of

~~NOV 02 2007~~ 2007.

*Rene Moarefi*

RENE WHITE MOAREFI, CSR, CRR, RPR  
CSR NO. 3070; Expiration Date: 12-31-08  
ESQUIRE DEPOSITION SERVICES, LLC  
3401 Louisiana, Suite 300  
Houston, Texas 77002  
(713) 524-4600

JOB NO. 94821

UNITED STATES DISTRICT COURT  
NORTHERN DISTRICT OF CALIFORNIA  
SAN FRANCISCO DIVISION

ORACLE CORPORATION, a	)	Case No. 07-CV-01658 (MJJ)
Delaware corporation,	)	
ORACLE USA, INC., a	)	
Colorado corporation, and	)	
ORACLE INTERNATIONAL	)	
CORPORATION, a California	)	
corporation,	)	
	)	
Plaintiffs,	)	
	)	
VS.	)	
	)	
SAP AG, a German	)	
corporation, SAP AMERICA,	)	
INC., a Delaware	)	
corporation, TOMORROWNOW,	)	
INC., a Texas corporation,	)	
and DOES 1-50, inclusive,	)	
	)	
Defendants.	)	

ORAL AND VIDEOTAPED DEPOSITION OF  
TOMORROWNOW BY AND THROUGH MARK KREUTZ  
VOLUME 2  
OCTOBER 30, 2007

ORAL AND VIDEOTAPED DEPOSITION OF MARK KREUTZ, produced as a witness at the instance of the Plaintiffs and duly sworn, was taken in the above styled and numbered cause on October 30, 2007, from 8:43 a.m. to 3:31 p.m., before RENE WHITE MOAREFI, CSR, CRR, RPR in and for the State of Texas, reported by machine shorthand, at Jones Day, 717 Texas, Suite 3300 Houston, Texas, pursuant to the Federal Rules of Civil Procedure and the provisions stated on the record herein.



1 (Exhibit No. 9 marked.)

2 Q. (BY MR. HOWARD) Mr. Kreutz, do you recognize  
3 what's been marked as Plaintiffs' Exhibit 9?

4 A. Yes, I do.

5 Q. What is it?

6 A. The New Client Onboarding Checklist.

7 Q. Is this a document which is prepared and  
8 maintained in the ordinary course of business at  
9 TomorrowNow?

10 A. In most cases. Or maybe I should rephrase  
11 that. It is part of our policy or procedures. Whether  
12 it's maintained for every new customer as they onboard  
13 is another question.

14 Q. All right. What's the purpose of the new  
15 client onboarding checklist?

16 A. It's really meant to be a guideline for -- for  
17 us in support services for those items that typically  
18 get completed during an onboarding of a new customer.

19 Q. And is it prepared and maintained for the  
20 purpose you just described, which is as a guideline to  
21 be used in the course of a new client onboarding  
22 procedure?

23 A. It would be as a guideline, not that it has  
24 been used in every case, every onboarding.

25 Q. But available as a resource to use as part of

1 the onboarding procedure?

2 A. Yes.

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October 30, 2007

Mark Kreutz

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THE STATE OF TEXAS )  
COUNTY OF HARRIS )

REPORTER'S CERTIFICATION  
DEPOSITION OF MARK KREUTZ  
TAKEN OCTOBER 30, 2007

I, RENE WHITE MOAREFI, Certified Shorthand Reporter in and for the State of Texas, hereby certify to the following:

That the witness, MARK KREUTZ, was duly sworn by the officer and that the transcript of the oral deposition is a true record of the testimony given by the witness;

That the deposition transcript was submitted on \_\_\_\_\_ to the witness or the attorney for the witness for examination, signature and return to Esquire Deposition Services, by \_\_\_\_\_;

I further certify that I am neither counsel for, related to, nor employed by any of the parties in the action in which this proceeding was taken, and further that I am not financially or otherwise interested in the outcome of the action.

Certified to by me this NOV 05 day of 2007, 2007.

Rene White Moarefi  
RENE WHITE MOAREFI, CSR, CRR, RPR  
CSR NO. 3070; Expiration Date: 12-31-08  
ESQUIRE DEPOSITION SERVICES, LLC  
3401 Louisiana, Suite 300  
Houston, Texas 77002  
(713) 524-4600

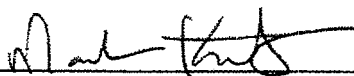
Corrections to the Transcript of the Deposition of

MARK KREUTZ

Taken on FEBRUARY 19, 2008

Volume 1, pages 1 - 252

Page	Line(s)	Reads	Should Read
63	23	"1"	"One"
73	17	"reissues"	"ESUs"
75	5	"AS-100"	"AS-400"
139	10, 16	"A-8.12"	"8.12"
179	13	"now"	"know"
214	4	"Elouise Plaintiff"	"Elouise Plain"



Witness Signature

3/21/08

Date