

# **EXHIBIT 21**

**FILED UNDER SEAL**

North America Support Review

November 2005

ORACLE

EXHIBIT *SB*  
334  
*Cummings 4-22-09*

## Agenda

- Q2 Forecast
- Q2 Renewals Status
- Leading Indicator Report
- Revenue

ORACLE

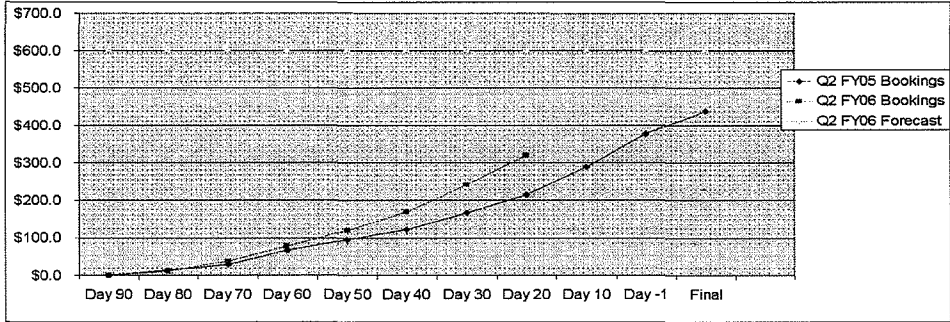
2

# Premier Support Bookings Forecast

	Q2 FY06 Forecast	FY06 Year to Date
<b>Bookings Targets</b>		
Quarterly Available to Book	\$664,758,161	\$1,035,766,602
Quarterly Bookings Target	\$649,358,992	\$1,014,054,641
<b>Current Bookings Position</b>		
% of Target Attained Period-to-Date	49%	82%
Prior Quarter and Earlier Bookings Completed	\$28,540,891	\$61,582,402
Current Quarter Bookings Completed	\$249,523,434	\$581,488,810
Future Quarter Bookings Completed	\$42,492,175	\$191,470,304
Total Bookings Completed	\$320,556,500	\$834,541,516
Bookings Still To Do	\$268,543,500	\$268,543,500
True Cancellations Period-to-Date	\$18,813,171 (2.8%)	\$42,880,274 (4.1%)
Current Total Backlog	\$133,858,882 (4.2%)	\$133,858,882 (4.2%)
<b>Bookings Forecast</b>		
Forecasted True Cancellations	\$33,000,000 (5.0%)	\$57,367,103 (5.5%)
Forecasted Closing Backlog	\$64,000,000 (2.0%)	\$64,000,000 (2.0%)
Oracle Bookings Forecast	\$445,000,000	\$833,017,042
Peoplesoft Bookings Forecast	\$160,000,000	\$285,867,974
TOTAL Bookings Forecast	\$605,000,000	\$1,118,885,016
Best Case (System Generated Forecast)	\$650,000,000	\$1,163,885,016
<b>Bookings Growth</b>		
Prior Year Bookings for Quarter	\$438,705,490	\$799,081,701
Bookings Growth % year-over-year	34%	38%
<b>Contract Base</b>		
Opening Contract Base	\$3,478,053,081	\$3,460,439,014
Forecasted Contract Base Close	\$3,665,000,000	\$3,665,000,000
Forecasted Contract Base Growth %	5%	6%
<b>Revenue</b>		
Revenue Forecast	\$901,748,030	\$1,805,642,485
Revenue Budget	\$883,089,847	\$1,754,651,454
Forecast as a % of Budget	102%	103%

ORACLE

# Q2 Premier Support Bookings Progress



	Day 90	Day 80	Day 70	Day 60	Day 50	Day 40	Day 30	Day 20	Day 10	Day -1	Final
Q2 FY05 Bookings	\$0.0	\$12.8	\$27.9	\$67.2	\$95.3	\$122.7	\$167.5	\$214.9	\$289.8	\$377.7	\$438.7
Q2 FY06 Bookings	\$0.0	\$12.0	\$38.4	\$77.3	\$119.4	\$169.8	\$242.7	\$320.6			
Q2 FY06 Forecast	\$605.0	\$605.0	\$605.0	\$605.0	\$605.0	\$605.0	\$605.0	\$605.0	\$605.0	\$605.0	\$605.0

North America SPS \$M

ORACLE

4

## Premier Support Revenue & Expenses Forecast

in \$000s	Q2FY06 Forecast	Q2FY06 SPS Budget	% of Budget	Q2FY06 Actuals	% Change from Prior Year
<b>Total Revenue</b>	<b>901,748</b>	<b>883,100</b>	<b>102%</b>	<b>833,933</b>	<b>8%</b>
Support Renewals Sales	17,493	17,558	100%	15,307	14%
SPS Renewal Ops	539	699	77%	747	-28%
SPS Service Mgmt	4,314	4,569	94%	4,649	-7%
Expense Sub-total	<b>22,346</b>	<b>22,826</b>	98%	<b>20,703</b>	8%
Acquisition Related Royalties	2,305	851	271%	761	203%
<b>Total Expense</b>	<b>24,651</b>	<b>23,677</b>	<b>104%</b>	<b>21,464</b>	<b>15%</b>
<b>Total Margin \$</b>	<b>877,097</b>	<b>859,423</b>	<b>102%</b>	<b>812,469</b>	<b>8%</b>

Support Renewals Sales includes PeopleSoft Operations and Calculations teams

Support Renewals Sales includes 6 LAD heads in Florida

\$621k of the Acquisition Related Royalty expense is related to FY05

ORACLE

5

# Headcount / Hires

## North America

	Budget*	Hired	Offers in Process	Balance Remaining
Support Renewals	4	6	2	-4
ACS Delivery	20	5	4	11
PSFT Tiered Services	6	2	2	2
<b>Total</b>	<b>30</b>	<b>13</b>	<b>8</b>	<b>9</b>

## Low Cost

	Budget*	Hired	Offers in Process	Balance Remaining
Support Renewals	0	0	0	0
ACS Delivery	8	2	0	6
PSFT Tiered Services	0	0	0	0
<b>Total</b>	<b>8</b>	<b>2</b>	<b>0</b>	<b>6</b>

\* Per 10/05 LJE-Rottler headcount allocation approval

ORACLE

6

# Q2 Renewals Status

ORACLE

7



## Top 10 Renewals Due in Q2

	Customer Name	Region	Amount	Status
1	SAP America	Strategic	\$18,199,582	PO Received
2	TEXT REMOVED - NOT RELEVANT TO MOTION	Public Sector	TEXT REMOVED - NOT RELEVANT TO MOTION	In Forecast
3		Strategic		BOOKED
4		Public Sector		PO Received
5		Public Sector		PO Received
6		Public Sector		BOOKED
7		Strategic		In Forecast
8		Public Sector		BOOKED
9		Public Sector		In Forecast
10		Strategic		PO Received

ORACLE

8

## Top 10 Renewals Booked in Q2

	Customer Name	Region	Amount
1	TEXT REMOVED - NOT RELEVANT TO MOTION	Strategic	
2		Public Sector	TEXT
3		Public Sector	REMOVED
4		Strategic	- NOT
5		Public Sector	RELEVANT
6		Strategic	TO
7		Strategic	MOTION
8		Strategic	
9		Peoplesoft	
10		Public Sector	

ORACLE

9

## Top 10 Contracts in Backlog

	Customer	Region	Product Value	>90 Days?	Current Status
1	SAP America	Strategic	\$18,199,582	No	PO Received
2	TEXT REMOVED - NOT RELEVANT TO MOTION	Public Sector	TEXT REMOVED - NOT RELEVANT TO MOTION	No	TEXT REMOVED - NOT RELEVANT TO MOTION
3		Public Sector		Yes	
4		Peoplesoft		Yes	
5		Public Sector		No	
6		Public Sector		No	
7		Public Sector		No	
8		Public Sector		No	
9		Strategic		Yes	
10		Peoplesoft		No	

ORACLE

10

## Top Cancellations – Q2

	Customer Name	Region	Cancellation Amount	Reason
1	Home Depot USA Incorporated	PEOPLESOFT	\$1,463,935	REDACTED
TEXT REMOVED - NOT RELEVANT TO MOTION				
3	PTL Information Tech Services Corp	PEOPLESOFT	\$1,017,927	
TEXT REMOVED - NOT RELEVANT TO MOTION				
6	Sybase, Inc	PEOPLESOFT	\$270,000	
TEXT REMOVED - NOT RELEVANT TO MOTION				

ORACLE  
11

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

From: "Chris Vogt" <[chris.vogt@oracle.com](mailto:chris.vogt@oracle.com)>  
 To: "Tom Marth" <[tom.marth@oracle.com](mailto:tom.marth@oracle.com)>; "Shelley Moses-Reed" <[shelley.moses-reed@oracle.com](mailto:shelley.moses-reed@oracle.com)>; "Juan C. Jones" <[Juan.Jones@oracle.com](mailto:Juan.Jones@oracle.com)> Cc: "Craig Tate" <[craig.tate@oracle.com](mailto:craig.tate@oracle.com)>; "Tom Marth" <[tom.marth@oracle.com](mailto:tom.marth@oracle.com)>  
 Sent: Tuesday, June 28, 2005 7:04 PM  
 Subject: RE: Fwd: FW: LEXMARK'S J. D. EDWARDS SOFTWARE MAINTENANCE CANCELLATION NOTIFICATION

Lexmark I believe was \$1M in annual maintenance on customized WORLD Software. Their CIO said that they'd rather go off maintenance with Oracle until FUSION is fully released, re-evaluate the product at that time and if interested, re-buy the needed modules.

## Top 10 PSFT/JDE Renewals Due in Q2

#	Customer Name	Region	Amount	Status
1	TEXT REMOVED - NOT RELEVANT TO MOTION	Peoplesoft	TEXT REMOVED - NOT RELEVANT TO MOTION	In Forecast
2		Peoplesoft		In Forecast
3		Peoplesoft		In Forecast
4		Peoplesoft	\$1,259,969	BOOKED
5	Lockheed Martin Corporation	Peoplesoft	\$1,122,364	BOOKED
6	TEXT REMOVED - NOT RELEVANT TO MOTION	Peoplesoft	TEXT REMOVED - NOT RELEVANT TO MOTION	BOOKED
7		Peoplesoft		BOOKED
8		Peoplesoft		BOOKED
9		Peoplesoft		BOOKED
10	State Of Texas Dept Of Info Resources	Peoplesoft	\$845,930	BOOKED

ORACLE

12

## Top 10 PSFT/JDE Renewals Due in Q3

#	Customer Name	Region	Amount	Status
1	TEXT REMOVED - NOT RELEVANT TO MOTION	Peoplesoft	TEXT REMOVED - NOT RELEVANT TO MOTION	In Q3 Forecast
2		Peoplesoft		In Q3 Forecast
3		Peoplesoft		In Q3 Forecast
4		Peoplesoft		In Q3 Forecast
5		Peoplesoft		In Q3 Forecast
6		Peoplesoft		<b>BOOKED</b>
7		Peoplesoft		In Q3 Forecast
8		Peoplesoft		In Q3 Forecast
9		Peoplesoft		In Q3 Forecast
10		Peoplesoft		In Q2 Forecast

ORACLE

13

## Top 10 PSFT/JDE At Risk

	Customer Name	Cancellation Amount	
1			REDACTED
2	TEXT REMOVED - NOT RELEVANT TO MOTION		
3			
4			
5			
6	PTL Information Technology Service	1,000,000	
6			
7	TEXT REMOVED - NOT RELEVANT TO MOTION		
8			
9			
10			

*Note: Rick updating to reflect status in Red, Yellow, Green*


ORACLE 14

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

From: "Chris Vogt" <[chris.vogt@oracle.com](mailto:chris.vogt@oracle.com)>  
 To: "Tom Marth" <[tom.marth@oracle.com](mailto:tom.marth@oracle.com)>; "Shelley Moses-Reed" <[shelley.moses-reed@oracle.com](mailto:shelley.moses-reed@oracle.com)>; "Juan C. Jones" <[Juan.Jones@oracle.com](mailto:Juan.Jones@oracle.com)> Cc: "Craig Tate" <[craig.tate@oracle.com](mailto:craig.tate@oracle.com)>; "Tom Marth" <[tom.marth@oracle.com](mailto:tom.marth@oracle.com)>  
 Sent: Tuesday, June 28, 2005 7:04 PM  
 Subject: RE: Fwd: FW: LEXMARK'S J. D. EDWARDS SOFTWARE MAINTENANCE CANCELLATION NOTIFICATION

Lexmark I believe was \$1M in annual maintenance on customized WORLD Software. Their CIO said that they'd rather go off maintenance with Oracle until FUSION is fully released, re-evaluate the product at that time and if interested, re-buy the needed modules.

## Actions Update

- PeopleSoft At Risk Accounts Action Plan
  - Executive site visits/calls in progress. Completed Dole, Toyota, and Intrawest. ServiceMaster and Praxair on schedule for week of November 14<sup>th</sup>.
  - Working with John Schiff's organization on product road-map for JDE World customers
- Third Party (Tomorrow Now) Threat
  - Actively looking for "win-backs" from third party Support providers.
    - Maniwoc
      - Decided strategic direction needed to include ability to enhance and expand its existing Oracle investment. Support before leaving: **\$219k**. Proposed Support: **\$97k** (22% of net license). Back Support: **\$85k** (based off of the proposed Support amount). **4% caps for 5 years** (above 3% target). Must serve as a reference and do PR
    - Praxair
      - Praxair canceled Support on January 1, 2005 and went to TomorrowNow. Praxair's attention was captured with our announcement of the new Premier Support offering extending support for XE to 2013. Support before leaving: **\$946k**. Proposal is as follows: Charge back Support fees only of **\$595,782**. Go Forward Support charged based on nonstandard migration to be **\$595,000** plus potential incremental max support fees from migration of **\$64,119 (list)**. Revenue potential for this year for this exception is **\$1,850,564**; out years revenue potential is **max of \$695k (2 year flatline followed by 4% caps for 5 years)**. Must serve as a reference and do PR .
    - Safeway
      - Using TN for tax and regulatory updates. Will be upgrading and are looking to move off of Tomorrow Now. We are in process of scheduling meeting with customer
  - Press Release: Maniwoc draft attached 

Microsoft Word  
Document

ORACLE

15



## North America Premier (SPS) Sales Leading Indicator Report

**On-time Quoting:** % of contracts quoted at least 90 days  
in advance

**On Time Renewal Analysis:** % of contracts renewed prior  
to contract expiration date

**Backlog:** past due contract renewals, as % of active  
contract base

ORACLE

16

# On Time Quoting

	Current	Prior Week	Change
<b>NORTH AMERICA</b>			-2%
<b>COMMERICAL: Kathy Lindsey</b>			-1%
Dave Collier			-2%
Quentin Hayden			-4%
Kersten Knickerbocker	91%	90%	1%
Tim McCarthy		85%	-1%
Jim Steder	88%	87%	-1%
<b>PUBLIC SECTOR/CANADA: David Sweat</b>	92%	94%	-2%
John Humphrys	94%	95%	-1%
Lars McCulloch	89%	91%	-2%
Susan Welch	94%	97%	-3%
<b>STRATEGIC: Jason Taylor</b>	89%	92%	-3%
Debra Hutchins	85%	91%	-6%
Barbara Sharp-Moore	93%	93%	0%
<b>PEOPLESOFT: Rick Cummins</b>			-1%
James Blackford			-2%
Robert Lachs			2%
James Mcleod			-1%
<b>ONLINE RENEWALS TEAM</b>			0%

**On Time Percentage Key**

Greater than 95%  
Between 85% and 95%

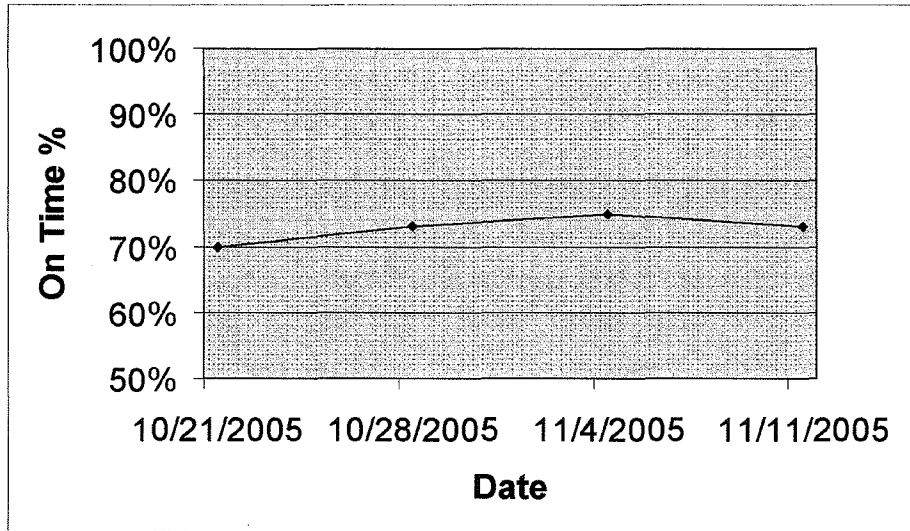
**Definition and Measurement**

Non \$0 Contracts which have a 'support start date' no later than 90 days from today's date are eligible  
# of eligible contracts quoted / total # of eligible contracts in 'Entered' status

ORACLE

17

## On Time Quoting Trend



ORACLE

18

# On Time Renewal

	Current	Prior Week	Change
<b>NORTH AMERICA</b>		85%	-3%
<b>COMMERICAL: Kathy Lindsey</b>		85%	-2%
Dave Collier		87%	-7%
Quentin Hayden	87%	87%	0%
Kersten Knickerbocker		85%	-1%
Tim McCarthy		86%	-3%
Jim Steder			-3%
<b>PUBLIC SECTOR/CANADA: David Sweat</b>			-2%
John Humphrys	90%	92%	-2%
Lars McCulloch			-2%
Susan Welch			-3%
<b>STRATEGIC: Jason Taylor</b>		85%	-2%
Debra Hutchins			-2%
Barbara Sharp-Moore	87%	86%	-1%
<b>PEOPLESOFT: Rick Cummins</b>			-4%
James Blackford	85%	89%	-4%
Robert Lachs		86%	-4%
James Mcleod			-4%
<b>ONLINE RENEWALS TEAM</b>	86%	88%	-2%

**On Time Percentage Key**

Greater than 95%  
Between 85% and 95%

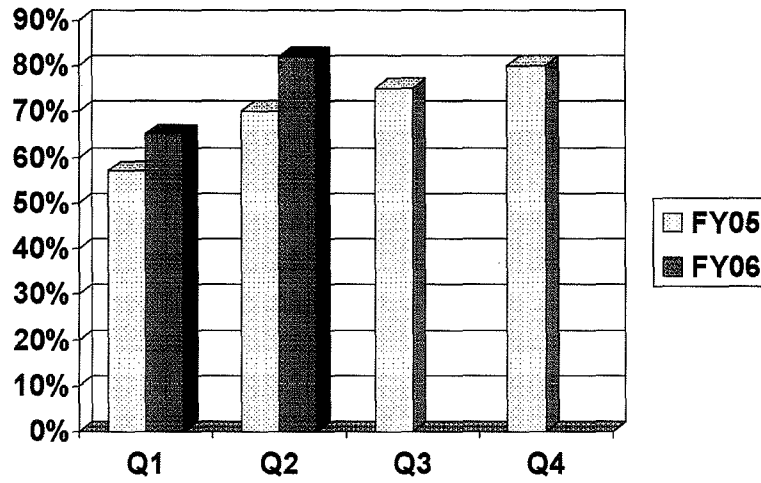
**Definition and Measurement**

Contracts that renew before or during Q2 and have Q2 start dates are eligible in this analysis

# of contracts with Q2 start dates renewed prior to start date / total # of contracts with Q2 start dates renewed

ORACLE

## On Time Renewal Trend



ORACLE

20

# Backlog

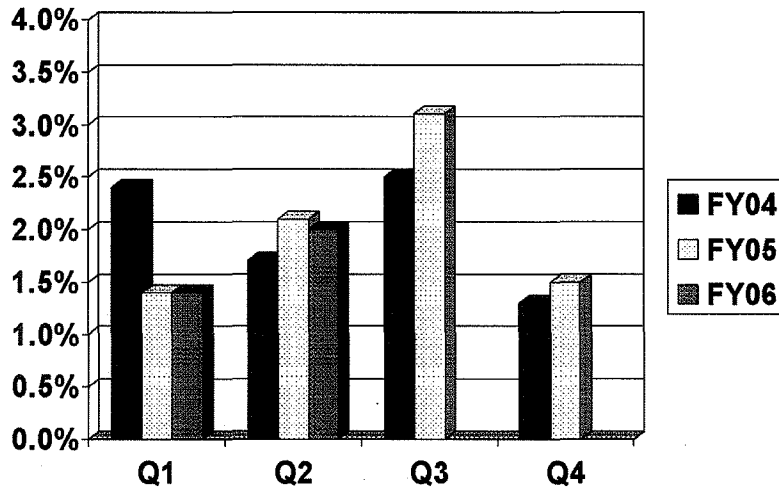
	Current	Prior Week	Change
<b>NORTH AMERICA</b>	<b>4.2%</b>	<b>4.5%</b>	<b>0.3%</b>
<b>COMMERICAL: Kathy Lindsey</b>	<b>1.4%</b>	<b>1.3%</b>	<b>-0.1%</b>
Dave Collier	1.7%	1.4%	-0.3%
Quentin Hayden	1.7%	1.6%	-0.1%
Kersten Knickerbocker	2.1%	2.3%	0.2%
Tim McCarthy	1.5%	1.3%	-0.2%
Jim Steder	0.7%	0.8%	0.1%
<b>PUBLIC SECTOR/CANADA: David Sweat</b>	<b>8.1%</b>	<b>8.1%</b>	<b>0.0%</b>
John Humphys	1.5%	1.7%	0.2%
Lars McCulloch	3.0%	3.0%	0.0%
Susan Welch	17.6%	17.5%	-0.1%
<b>STRATEGIC: Jason Taylor</b>	<b>3.1%</b>	<b>2.9%</b>	<b>-0.2%</b>
Debra Hutchins	1.9%	1.7%	-0.2%
Barbara Sharp-Moore	4.2%	4.2%	0.0%
<b>PEOPLESOFT: Rick Cummins</b>	<b>5.0%</b>	<b>6.5%</b>	<b>1.5%</b>
James Blackford	4.7%	6.0%	1.3%
Robert Lachs	5.0%	7.0%	2.0%
James Mcleod	5.4%	6.5%	1.1%
<b>ONLINE RENEWALS TEAM</b>	<b>3.4%</b>	<b>3.0%</b>	<b>-0.4%</b>

ORACLE

21

# Historical Backlog Trend

Note: Q2 FY06 Backlog shown below is current forecast



ORACLE

22

## Premier Support Full Year Forecast

CD Millions	FY05 Actual*	Q1 Actual**	Q2 Forecast	Q3 Forecast	Q4 Forecast	FY06 Forecast	FY06 Growth	FY06 Budget	FY06 % Attainment
Oracle	\$ 2,355.0	\$ 615.4	\$ 623.9	\$ 644.9	\$ 657.5	\$ 2,541.6	8%		
Inflationary Price Increases	-		0.4	2.0	4.9	7.3			
Premier Priority Support	-		-	1.0	4.0	5.0			
Acquisitions	427.0	279.6	277.4	269.3	261.7	1,088.1	155%		
<b>Total Revenue</b>	<b>\$ 2,782.0</b>	<b>\$ 895.0</b>	<b>\$ 901.7</b>	<b>\$ 917.2</b>	<b>\$ 928.1</b>	<b>\$ 3,642.0</b>	<b>31%</b>	<b>\$ 3,573.9</b>	<b>102%</b>

\*Not-Normalized, Without Bad Debt

\*\*Without Bad Debt

ORACLE

23



# Appendix

ORACLE

24

# ACS Un-staffed Contracts & Pipeline

Contract	Amount	Book Date	In Delivery?	H/C Req'd	Type	Area	Notes	
	288,200	May-05	No	1	Assisted	Commercial	Yughendra Meka	
	288,200	May-05	Yes	1	Assisted	Commercial	Down to 2 candidates	
TEXT REMOVED - NOT RELEVANT TO MOTION	310,000	Feb-05	Yes	1	Assisted	Commercial	Kevin Fain Interviewing	
		Mar-05	No	1	Assisted	Commercial	April Wells Interviewing	
	330,000	Mar-05	Yes	1	Assisted	Commercial		
	467,938	May-05	Yes	1	Assisted	Commercial	Candidate declined offer	
	347,125	Feb-05	No	1	Assisted	Canada		
	266,840	Dec-04	Yes	1	Assisted	Public Sec.		
	347,125	Feb-05	No	1	Assisted	Canada		
	266,840	Aug-05	No	1	Assisted	Public Sec.		
	253,154	May-05	No	1	Assisted	Public Sec.		
	253,154	May-05	No	1	Assisted	Public Sec.		
	266,834	Aug-05	No	1	Assisted	Public Sec.		
	351,737	Aug-05	No	1	Assisted	Public Sec.		
	308,916	Apr-05	No	1	Assisted	Public Sec.		
	323,848	Aug-05	No	1	Assisted	Public Sec.	Josh Ort (in process)	
	494,700	Feb-05	No	1	Assisted	Public Sec.		
	261,892	May-05	No	1	Assisted	Public Sec.		
	306,000	May-05	Yes	1	Assisted	Commercial		
	930,000	May-05	Yes	1	Assisted	Commercial	aSDM to One Stop program	
			Feb-05	Yes	2	SSC	Canada	BCA Delivery
				No	1		Commercial	Candidate declined offer
<b>Total</b>	<b>\$ 6,683,303</b>			<b>23</b>				

Opportunity	Amount	Expected?	H/C Req'd	Type	Area	Notes
	1,008,000	Nov-05	2.5	Assisted	Commercial	Psft Program Mgr, HCM Engineer
TEXT REMOVED - NOT RELEVANT TO MOTION	441,504	Nov-05	3.75	Assisted	Commercial	3 PeopleSoft testing engineers
	270,000	Nov-05	1	Assisted	Commercial	Peoplesoft engineer
	1,432,083	Nov-05	5	SSC	Commercial	Functional HelpDesk - Dallas
	229,895	Nov-05	1.7	SSC	Commercial	Core Tech
	624,150	Nov-05	4.25	Assisted	Commercial	Transition
	306,000	Nov-05	1	Assisted	Commercial	Core Tech
<b>Total</b>	<b>\$ 4,311,632</b>		<b>19</b>			

ORACLE