

# EXHIBIT 24

**From:** Rick Cummins [rick.cummins@oracle.com]  
**Sent:** Friday, July 29, 2005 5:57 AM  
**To:** 'Padma Hariharan'  
**Cc:** 'JENSEN CATHERINE V.'; 'PATRICE JAMES A.'; 'SCHIFF JOHN ALEXANDER'; 'MCLOUGHLIN SHEILA'; 'RANSOM BUFFY'; 'HENSARLING LENLEY JAY'; 'MURRAY TIMOTHY J.'; 'LYSKAWA NANCY A'; 'HENSLEE ROBBIN J.'; 'MACKENZIE CAROL R.'; 'NOLAN BRAD JOSEPH'; 'LACHS ROBERT M'; 'MCLEOD JAMES L.'; 'BLACKFORD JAMES M'; 'Moses-Reed Shelley Lynn'; 'Madsen Christopher'; 'ROKUSEK LORI'; 'CORBITT JAMES'; 'HANLEY JOHN MACDONALD'; 'RODGERS RICHARD'; 'BARRADAS CARLOS A'; 'HSIEH JOHN C.'; 'HARE DAVID D.'; 'MORSE DOUGLAS J'; 'GRAY LORI ANN'; 'MURGUIA PATRICIA'  
**Subject:** RE: Strategy Session Details  
**Attachments:** Strategy Session.ppt

The conference call number for the meeting tomorrow is 888-967-2253 Code 898293

There will NOT be a Web Conference. I will be presenting only one short PowerPoint and I am attaching that here.

Regards,  
Rick

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

**From:** Padma Hariharan [mailto:padma.hariharan@oracle.com]  
**Sent:** Thursday, July 28, 2005 3:37 PM  
**To:** rick.cummins@oracle.com  
**Cc:** JENSEN CATHERINE V.; PATRICE JAMES A.; SCHIFF JOHN ALEXANDER; MCLOUGHLIN SHEILA; RANSOM BUFFY; HENSARLING LENLEY JAY; MURRAY TIMOTHY J.; LYSKAWA NANCY A; HENSLEE ROBBIN J.; MACKENZIE CAROL R.; NOLAN BRAD JOSEPH; LACHS ROBERT M; MCLEOD JAMES L.; BLACKFORD JAMES M; Moses-Reed Shelley Lynn; Madsen Christopher; ROKUSEK LORI; CORBITT JAMES; HANLEY JOHN MACDONALD; RODGERS RICHARD; BARRADAS CARLOS A; HSIEH JOHN C.; HARE DAVID D.; MORSE DOUGLAS J; GRAY LORI ANN; MURGUIA PATRICIA  
**Subject:** Re: Strategy Session Details

Rick,

Can you please send out a Conference call number as well as a Webconference ID (if you are going to be presenting slides) for those who will be attending remotely ?

Thank you.  
-Padma.

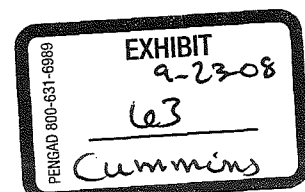
Rick Cummins wrote:

I am looking forward to the strategy session tomorrow on PSFT/JDE customer retention.

Details for the meeting are as follows:

Meeting location - Denver Campus - Building 3, 3rd Floor, North Conference Room  
Meeting Time: 9:30 - 3:00 (Lunch will be provided)

9:30 - 11:30 - General Session  
Overview of At Risks  
Competitive Overview  
Release Details  
Brainstorming Session - Action Plan



11:30 - 12:00 Break  
12:00 - 1:30 - Enterprise (Working Lunch)  
1:30 - 3:00 World/E1

Thanks again for your willingness to participate. I look forward to this being a very interactive session with an action plan coming out of the session.

Regards,  
Rick  
Rick Cummins  
Director, North America

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# Maintenance Strategy Session

Rick Cummins  
Director, North America Support Sales  
PSFT/JDE

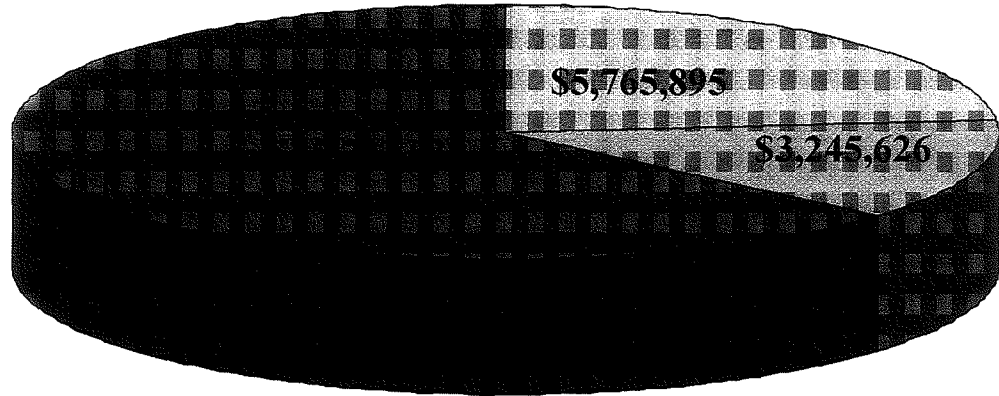
# Identified Renewals At Risk

## Summary Data

Summary	As of 6/20/05	As of 5/31/05	As of 4/25/05
Total Number of Customers Identified	60	56	39
Total Won	22	19	11
Total Lost	22	20	11
Total At Risk	16	18	17
Total \$\$ of Customers Identified	\$ 24,804,556.50	\$ 19,278,557.00	\$ 13,967,409.55
Customers Won	\$ 4,751,378.13	\$ 3,798,924.83	\$ 2,730,822.83
Customers Lost	\$ 5,053,182.92	\$ 4,434,298.12	\$ 3,029,267.00
Negotiated Reduction	\$ 700,000.00	\$ 700,000.00	
Customers At Risk	\$ 13,249,319.45	\$ 10,353,306.05	\$ 8,207,319.72

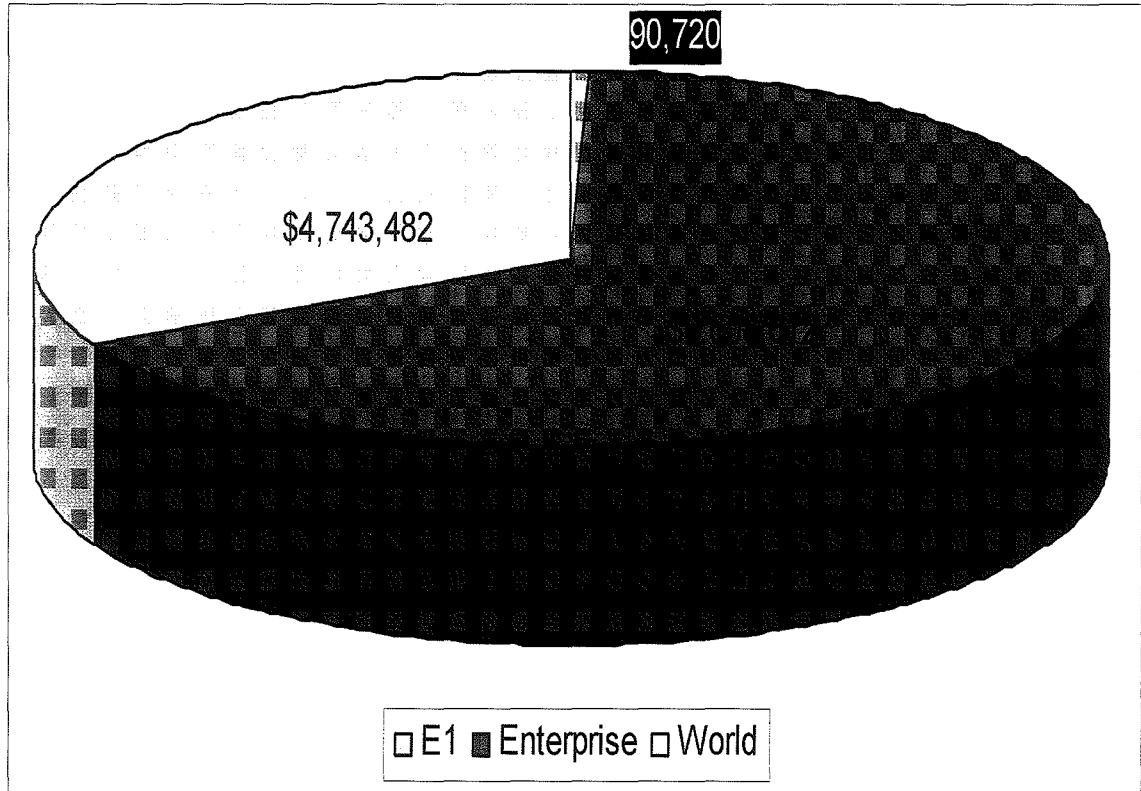
# Maintenance At Risk

## Product Total

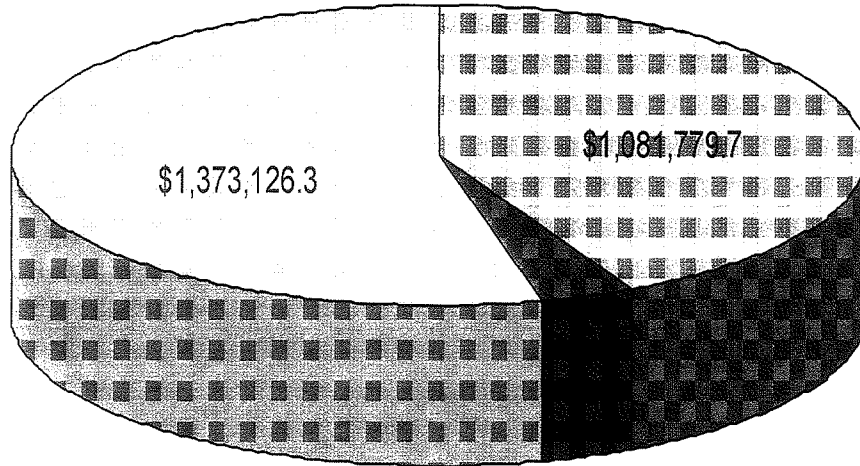


■ Enterprise ■ E1 ■ World

# Maintenance At Risk Open (In Negotiation)



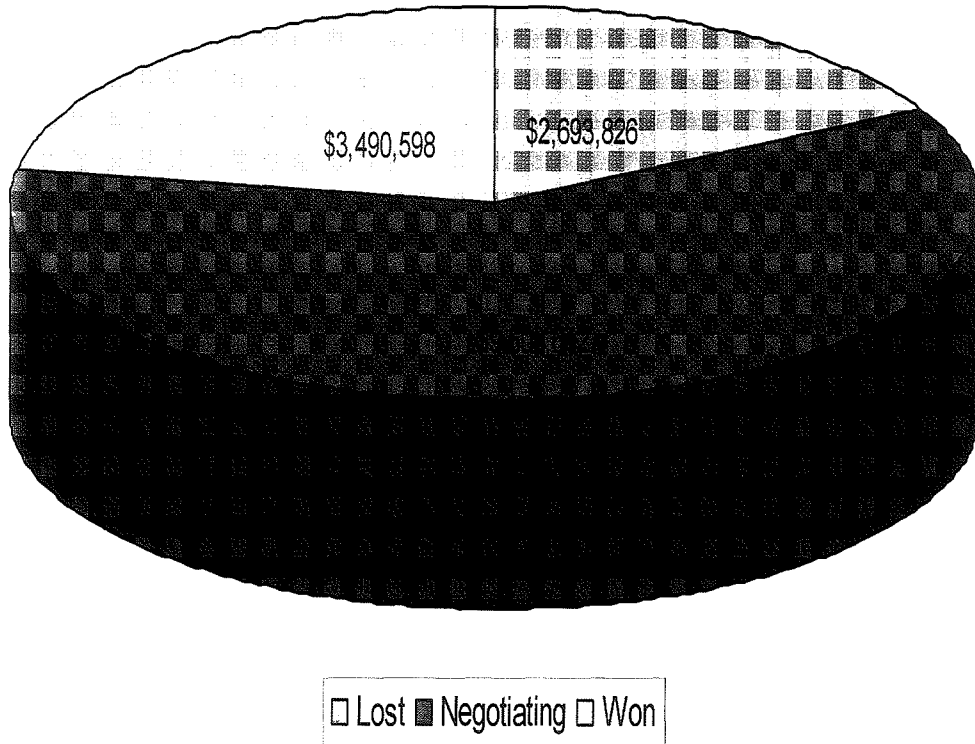
# EnterpriseOne At Risk



■ Lost ■ Negotiating □ Won

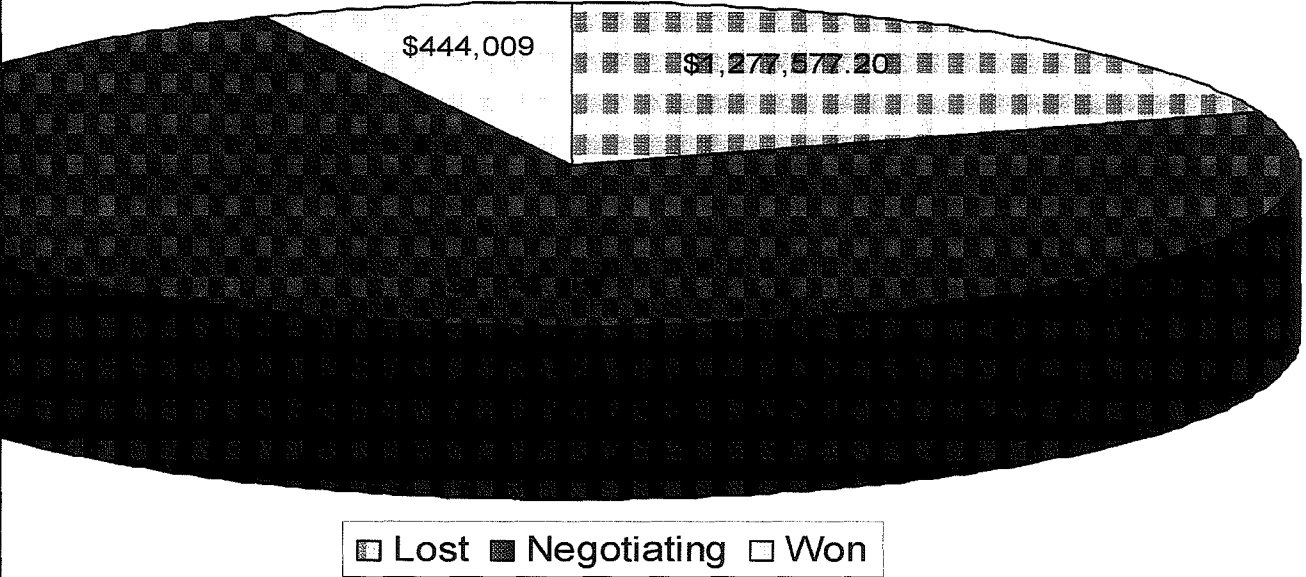


# Enterprise At Risk



# World At Risk

## World Maintenance Dollars at Risk



# Top 10 Customers Open (In negotiation)

<u>Customer</u>	<u>Product Family</u>	<u>Risk Level</u>	<u>Start Date</u>	<u>Dollar Amount</u>
Waste Mgmt	Enterprise	Moderate	3/17/05	\$ 2,669,000.00
State of Texas	Enterprise	High	9/1/2005	\$ 2,400,000.00
EI Paso	Enterprise	Moderate	9/12/05	\$ 1,600,000.00
TEXT REMOVED - NOT RELEVANT TO MOTION	World	High	1/1/05	TEXT REMOVED - NOT RELEVANT TO MOTION
Lexmark International	World	High	8/1/2005	\$ 1,161,090.00
ConAgra	Enterprise	High	3/28/05	\$ 912,755.60
TEXT REMOVED - NOT RELEVANT TO MOTION	World	High	7/1/05	TEXT REMOVED - NOT RELEVANT TO MOTION
	World	High	2/1/2005	
	Enterprise	High	6/24/05	
	Enterprise	Moderate	5/29/2005	
			Total	\$ 12,787,849.10

# Focus on Upcoming At Risk Renewals

<b>Customer</b>	<b>Product Family</b>	<b>Renewal Date</b>	<b>Renewal Amount</b>
Publicis Groupe	Enterprise	9/1/05	\$873K
Olympus America	World	8/1/05	\$710K
Berry Plastics	World	8/1/05	\$400K
Metaldyne	World	2/1/06	\$400K
Libbey	World	9/1/05	\$351K

# Key Third Party Competitors

## □ Third party vendors

- TomorrowNow-SAP (Threat Level – High)
  - Started as Enterprise (PeopleSoft) Support
  - Recently expanded into E1/World
    - President is former JDEdwards VP of Sales in EMEA
    - Head of World/E1 support is former JDE Support Exec from EMEA.
- Versytec (Threat level – low)
  - Primarily World
- Conexus Partners (Threat level – Low to Medium)
  - Primarily World/E1 (XE Support)
- Klee & Associates (Threat level – Low)
  - Primarily World

# Key Customer Issues

- Fusion/Product Roadmap
- Cost/ROI of support
  - Utilize limited support
  - Tax and regulatory updates available from third party providers which we may not provide
  - Fusion perceived to be new implementation. Stable release allows them to “wait and see”
  - Cost savings of third party outweigh risks. They can “bank” the delta in support costs and repurchase in their own timing. (Lexmark)
- Database strategy for Non-Oracle DB
- Expiration of XE support in 2007
- Limited upgrade plans
  - Highly satisfied with product
  - Risk Averse

# PeopleSoft Risk Mitigation Strategy

## □ Proactive/Strategic

- Proactive customer visits to key customers identified “At Risk”
- Customer Retention strategy session week of July 29<sup>th</sup>.
  - Lead by Rick Cummins, Chris Madsen, Robbin Henslee
  - Product teams (E1/World/Enterprise)
  - Strategy team
  - Factual / customer facing feedback
- Monthly customer strategy calls by product line

## □ Tactical

- Weekly “At Risk” Review
- Link to “Better Together” program with license sales
- Database build for identified “At Risk”

# North America Contract Base

## Customers on Old Releases (At Risk)

Total Revenue = \$956M

At Risk Revenue = \$210M

