

EXHIBIT K

**TomorrowNow
Integration Meeting
25-26 January 2005**

Stephen Tseng



jmsiano.com	EXHIBIT NO. 455

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Participants

SAP:

- **Stephen Tseng**
- **Thomas Ziemen**
- **Uwe Wieditz**

TomorrowNow:

- **Andrew Nelson: ex-CEO; Responsible for Support Operations (Bryan, TX)**
- **Seth Ravin: ex-President; Responsible for Business Development & Sales (Pleasanton, CA)**
- **Others: as needed from TomorrowNow Management team in Bryan, TX**

Introduction

- On behalf of Gerd Oswald, member of SAP's executive board responsible for Service & Support, welcome to the SAP community and eco-system
- Merger presents a huge opportunity for us
- Facing an exciting adventure with the unprecedented launch of our Safe Passage offering which surprised the analysts and especially ORACLE
- Battle for the 12.500 PSFT customers has just started
- TNow will serve as major cornerstone of our Go-to-market strategy as our key Service-delivery unit
- Scale, build-up and prepare the organization accordingly
- Let's do it Together Now !!!

- **Customer base for TNow Maintenance Services**
 - 54 existing TNow customers, **200** planned for 2005 including JDE, up to **800** in 2009
 - 2000 joint SAP/PSFT customer as primary focus, **300** covered in 2005
 - Overall **500** customers in 2005
 - ◆ Scenario 1: **2000** customers in 2009 (2,5x original TNow planning)
 - ◆ Scenario 2: **4000** customers in 2009 (5x original TNow planning)
- **Planning assumptions**
 - PeopleSoft Enterprise (20 FTE per 100 customers)
 - ◆ 15:1 customers per Primary Support Engineer, 7 PSE per 100
 - ◆ 7,5:1 customers per Development Support Engineer, 13 DSE per 100
 - PeopleSoft Enterprise One and World (30 FTE per 100 customers)
 - ◆ 10:1 customers per PSE (in 2005/2006), 10 PSE per 100
 - ◆ 5:1 customers per DSE (in 2005/2006), 20 DSE per 100
 - ◆ Assuming PeopleSoft Enterprise planning ratios for 2009