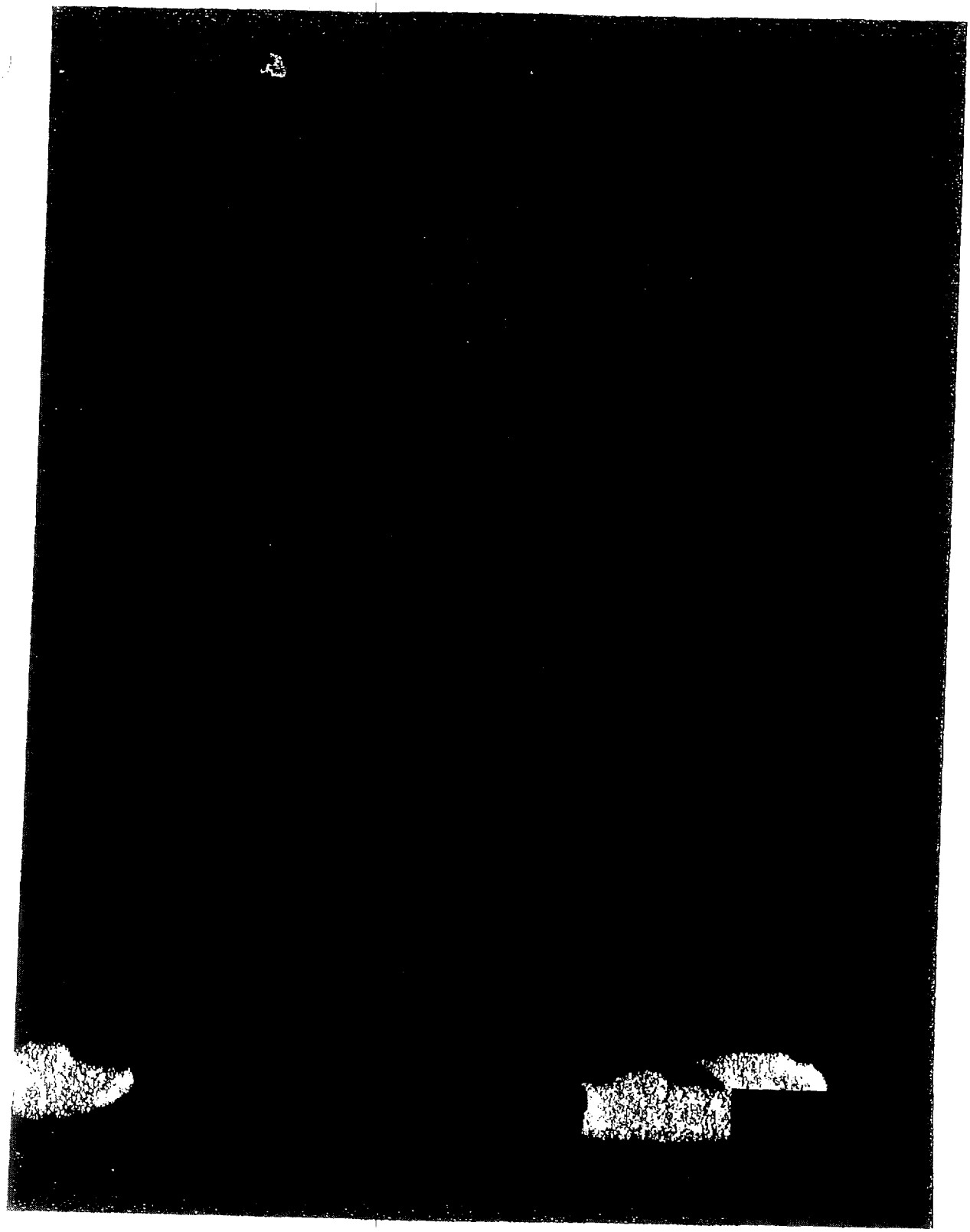

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PENGAD-Bayonne, N. J.
GOVERNMENT EXHIBIT
P0107

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ATTACK PeopleSoft

This presentation is designed to help Oracle Sales teams position and sell against PeopleSoft. While most points are applicable to all opportunities the focus of this session is on non-mfg, Financials.

888-458-5140 (USA) 630-395-0046 (Int)

Password: Oracle

Russ.Pike@oracle.com

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This ppt includes speaker notes which you should review. Some notes include other references you may choose to review

This presentation was created in November 2002 in response to requests for assistance to Development from various Sales organizations.

This presentation uses quotes from analyst reports which you CANNOT use in external presentations without express approval from the analyst firm. Please work with Analyst Relations to acquire appropriate approvals. This is very important, please don't damage our relationship with analysts by using these quotes without approval.

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Three Sections

- Introduction to PeopleSoft
  - What Gartner Says
  - Strengths and Weaknesses
  - What to Expect
- Sales Process Strategies
  - Selling Against PeopleSoft
- Product Strategies
  - Generic Areas you can Attack
  - Specific Financials Areas you can Attack
- Q & A

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What Gartner says...

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Gartner PSFT SWOT analysis Financials*

Strengths

- Depth and breadth of financial offering
- Financials leader in Financial Services Industry
- Moving up in mid-market

Weaknesses

- Product globalization
- Global mindshare as market leader

Opportunities

- Leverage their HCM (Human Capital Mgt) client base
- Vertical markets

Threats

- Greenfield services organization
- Regional squeeze

*Source: Gartner Symposium October 2002

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Gartner PSFT SWOT analysis CPM (Corporate Performance Mgt)

Strengths

- Data warehouse strategy
- Scope of product offering
- R&D investment

Weaknesses

- Limited functionality vs. BoB
- Scope beyond finance function

Opportunities

- Penetration into current client base
- Verticalization

Threats

- Limited opportunity outside of PSFT shops
- Momentum of BI apps vendors

*Source: Gartner Symposium October 2002

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Gartner PSFT SWOT analysis SCM*

Strengths

- Functionality in fundamental process in targeted industries
- SRM as a component of SCM

Weaknesses

- Very low penetration in MFG
- Follower rather than a thought leader

Opportunities

- Midmarket penetration
- Leverage SCM/SRM integration
- Deeper industry functionality in targeted industries

Threats

- Upgrade cycles to v8 cause timing challenges

*Source: Gartner Symposium October 2002

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Gartner PSFT SWOT analysis HCM (HRMS)*

Strengths

- Depth and breadth of product
- Market leader and innovator
- Established and satisfied customers

Weaknesses

- Client support issues
- Missing non-key functionality but adding it

Opportunities

- Leveraging current customers
- Creating new services tied to applications

Threats

- Upgrade cycles to v8 cause timing challenges
- Competitors are aggressive

*Source: Gartner Symposium October 2002

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Gartner PSFT SWOT analysis CRM*

Strengths

- Strong integration story
- Acquisition of Vantive provided easier market entry
- Architecture

Weaknesses

- Missing key CRM functions (1)
- Unproven large scale implementations
- Can only deploy browser based applications

Opportunities

- Verticalizing product
- Integration and leveraging of strong analytics

Threats

- Stronger vendors already in market
- Time to market

*Source: Gartner Symposium October 2002

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PeopleSoft: Strengths

- PeopleSoft is 'Applications focused'
  - Focused and knowledgeable sales force
  - Single applications focused marketing messages
  - Hundreds of applications white papers and collateral pieces
- PeopleSoft is a 'Marketing Machine'
- Presence at/in 'the right' tradeshows
- HRMS product is strong and has large, loyal North American customer base
- Use technology partners to sell (eg. BEA, Microsoft)
- PeopleSoft plays analysts and press like a symphony
- PeopleSoft Sales teams generally do a good job of 'Sales 101'

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PeopleSoft: Weaknesses

- Poor coverage in the small/medium markets
- Removal of the 'Customer Service Representative' for all but a handful of large accounts has led to service issues. This used to be a core of PeopleSoft's offering.
- PeopleSoft '4 Pillar' (1xCRM, Fins, SCM, HRMS sales rep for every account) sales team leads to fractured, complex approach.
- Increasing size/aggressiveness of PeopleSoft consulting (Professional Services Group) is putting strain on the relationships with some integrators in the larger markets
- Demos are poor if pushed outside of the 'canned' or pre-scripted demos.

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What To Expect

- A tremendous amount of FUD
- Senior Executive Participation
- Strong brand recognition & 'grass roots' support
- A 'white paper' or 'industry study' for everything
- A 'slick' but highly scripted demo
- Reps/RM's 'demo' early using limited PC based systems
- An applications knowledgeable sales rep
- A prospect friendly, accommodating sales team
- 'Name Dropping' early and often
- 'PeopleSoft is not tied to any one RDBMS'

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What To Expect (cont.)

The PeopleSoft 'Tree Manager'

'Date effectivity'

Ethical on the surface but ruthless underneath.

- 'Doctor'd' or 'Out of Context' Analyst Reports/Quotes
- Official looking documents attacking Oracle
- Negative references

PeopleSoft portrays their weaknesses as strengths early to avoid getting into details later

Plays word games 'Mobile', 'Integration' etc.

Many ex-Oracle Reps, Managers, Developers and Sales Consultants

PeopleSoft knows us well...change the game

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Selling Against PeopleSoft

	ORACLE -business	PEOPLESOFT
HRMS		+
Financials	+	+
Mfg./SCM	+	
Process MFG	+	
CRM	+	
Federal	+	
Education		+

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Sale Process Strategies,

Sales Tactics you can use...

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but first...

Selling Applications is a battle. Don't lose before you start!

PeopleSoft has no magical product, they have bugs, product deficiencies, demo disasters, resource and morale issues, account losses horror stories in the press to deal with, just like we do.

You must believe in yourself and our solution, do the basics right and find a way to position Oracle's relative strengths. If you do this you can win.

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Selling Against PeopleSoft

Raise the Importance of areas where Oracle has strength. It's all about getting these things included in the decision weighting factors.

If possible, areas outside of core Financials/HRMS (SCM, Exchange, eAM, Service etc.) or…

Within the general Financials space highlight Oracle's strengths in the areas of

- Property Management
- Revenue & Receivables Management
- Trading Community Architecture
- Wireless Financials
- more on this to come…

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elling Against PeopleSoft (cont.)

les 101 is important

- Get executive involvement
- Perform good discovery
- Map Oracle's solution to the needs of the prospects
- Develop a good relationship with the prospect (PeopleSoft paints Oracle as unfriendly and uncaring)
- Be 'easy to do business with'
- Be friendly and accommodating (speak with attendees during breaks, sit with them while eating, save all 'Oracle only discussions' until after you have parted)
- now where you really stand in the opportunity
- Use your resources wisely
- If you have not been involved in writing the RFP, someone else probably has…

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Selling Against PeopleSoft (cont.)

Set the Stage (demo first whenever possible)

- Be proactive, not reactive
- PeopleSoft does simple demos as part of the lead generation process (Reps demo early)
- Lay landmines and undermine PeopleSoft's credibility
- Use web-demos, informal demos, and multiple discovery visits
- Provide references early
- Portray PeopleSoft as the 'Wolf in Sheep's Clothing'

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Selling Against PeopleSoft (cont.)

Keep it Simple

- Keep your presentations/demo/contracts simple, straightforward and truthful
- Don't give three alternatives when one would suffice
- Answer with clear 'yes' or 'no' answers
- Ask for feedback after each action, get positive reinforcement to shut-up the PeopleSoft Bigots.
- Make sure your demo flows are clear and simple
- Have as few people as possible do the demo
- Personalize menus, windows, portals and slides to be as simple as possible. The one nice thing about PeopleSoft's user interface is its simple looking screens

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elling Against PeopleSoft (cont.)

A word about the 'Applied Technology Workshop'

Oracle usually has good success with a well planned and executed ATW session

Reps must sell the concept early and hard

Topic must include

- Applications Flexibility (see Demo Slides)
- Technology Stack
- Workflow
- Applications Technology (Alerts, System Admin etc.)
- Forms and Reports
- Use of the RDBMS
- Discoverer

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Selling Against PeopleSoft (cont.)

Pricing

- PeopleSoft is trying to force existing customers to pay a re-licensing fee to upgrade from PS7 to PS8
- PeopleSoft price based on;
  - Per Module Charge ($85,000 – $2.5 Million) Based on the Business Metrics (eg. Revenue/Employees/Assets etc.)
  - + maintenance at 20% (Premium=22%, Platinum=27%)
- PeopleSoft uses a 'black box' for pricing which is never shown to customers – just the results.
- PeopleSoft has a 'Relationship Level Discount' of 5-15% for existing customers of >24 months.
- PeopleSoft has a volume('Transaction') discount which ranges from 25% to 50%
- Reps can further reduce by 10%

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Selling Against PeopleSoft (cont.)

Pricing

- Additional discounting is accomplished through executive management
-
  the business grows PeopleSoft reserves the right to come back, audit them and charge more under an 'Expansion Rights' clause in the contract

Bottom Line

- PeopleSoft can come in low from the start, especially with existing customers.
- PeopleSoft has no 'Price List', just a 'black box' which generates numbers. Create FUD around this lack of transparency.
- Scare prospects with FUD around the Expansion Rights 'Tax'

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For more on Pricing

There is a great new document called 'PeopleSoft: Product Pricing Overview' by Scott Swanson, Director of Pricing Intelligence. Get it and Read it.

- PeopleSoft
  - Pricing

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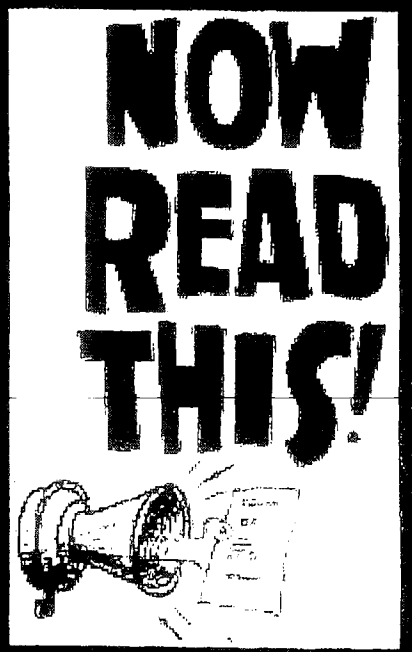
How You Lose

- Don't follow the 'Sales Blueprint'
- Be perceived as being difficult to work with
- Seem 'complicated'
- Underestimate PeopleSoft
- Do not 'know thy enemy'
- The customer believes PeopleSoft's marketing = PeopleSoft's reality
- Come into the process late ('Hail Mary's' almost never work against PeopleSoft)
- No chance to position Oracle's Technology or Functional Strengths



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Product Strategies

Specific ways that Oracle can ATTACK PeopleSoft...

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General points

Areas of advantage which you can use to proactively attack PeopleSoft in Financials opportunities.

- User Interface designed for Productivity
- Configuration without Customization
- Open, Single, Data Model
- Daily Business Intelligence
- Globalization
- Lower TCO
- Use of Database
- Performance/Scalability

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Let's take a more detailed look into each of these generic points...

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User interface designed for productivity

Oracle's e-business suite delivers a user interface that was designed to increase the productivity of all users. PeopleSoft provides a simplistic user interface which decreases user productivity by increasing the number of required keystrokes, wait periods and

.....Let's take a look.

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PeopleSoft User Interface Demo

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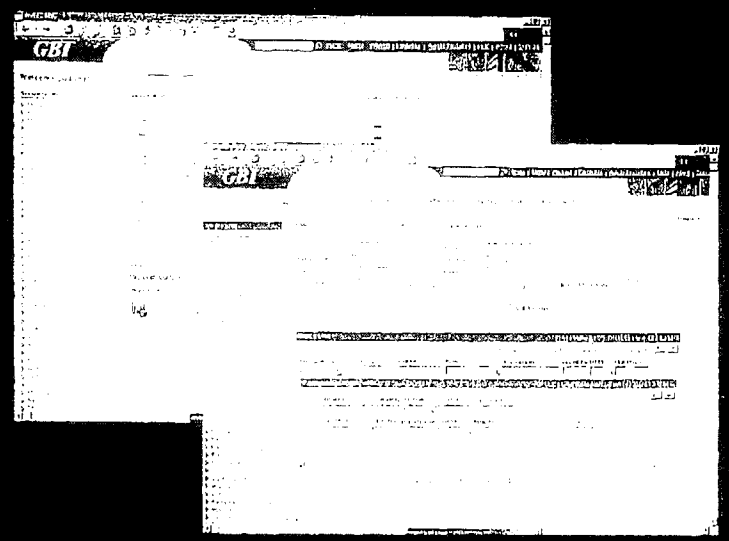
For your own personal PeopleSoft Demo...

Use the following website to register and view your own private, fully narrated demo.

Choose from:

- Sales and Marketing
- HRMS
- Financials
- Manufacturing
- Distribution
- Procurement



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Anemic user interface

PeopleSoft's 'Pure HTML' interface is suitable for casual 'self service' users only (expenses, benefits etc) but is unproductive for professional users.

- Single Screen at a time
- No Drag and Drop or Graphical Elements
- No Flexibilty for users
- No 'Type Ahead' or 'Autofill'
- No scrolling regions, no 'Query Cache'
- No Export
- Query only in specific 'Query' forms
- More mouse clicks required for screen navigation

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User interface designed for productivity

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Provides all users with a highly productive interface

- Folders for screen layout (Prompts, Field Orders, Size etc.)
- Navigator (Top 10, Documents, Process Navigator)
- Export to Excel
- Multiple Windows Open at one time
- 'Workbenches'
- 'Autofill' and 'Type Ahead'
- Field Level Update/Validation (without 'save' or 'Update' operations)
- Alternate and Scrolling regions with 'Query Cache'
- Drag and Drop
- Graphical Elements (e.g. 'T' Accounts, Graphs, Diagrams)
- Query in all forms
- 'Right Mouse' click (row copy etc.)

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Demo Points

Be sure to demo all of the following things. Embrace the difference between 'Casual' and 'Professional' users

- Show the 'Self Service' Interface (use Internet Expenses)
- 'Top Ten' list
- Process Navigator and Documents function (Navigator)
- Multiple Windows Open at one time
  - Show how windows are 'linked' I.e. PO Headers, Lines, Shipments and Distributions.
- 'Workbenches'
- Folders for screen layout (Prompts, Field Orders, Size, Add and Remove Fields, use Queries to filter, Saved Folders)
- Attachments & Export to Excel

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Demo Points (cont.)

- 'Right Mouse' for special functions
- 'Autofill' and 'Type Ahead'
- Hot Keys (not unique to Oracle)
- Scrolling and Alternate regions
- Drag and Drop
- Graphical Elements (Graphs, Diagrams etc.)
- 'T' Account, Accounting Transaction Display
- Query in all forms
- Add a Descriptive Flexfield and Use It
  - If you practice this you can add a DFF in less than 3 minutes and show it in use. Do this in every demo, not just in the Applied Tech. Workshop.

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Demo Points (cont.)

Style and Technique

- Understand PeopleSoft's UI looks simple
- Try to keep our demo looking as simple as possible (while explaining the value)
- Show the professional users the power they get with the Oracle UI. Scare them about PeopleSoft's lack of productivity features.
- Sales Reps must position Oracle's approach to the UI's from the start
- Sales Reps must push for an 'overview' or introductory session to position the UI at the start of every demo
- Use the 'Applications Technology Workshop'

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Inflexible and Costly

Every change (even the smallest) to a PeopleSoft screen is a customization which must be performed using 'PeopleTools', usually by IT staff

PeopleSoft 8 provides no flexibility outside of using PeopleTools to 'customize' panels (no folder tools, etc)

Can only tailor the COA (since Version 8). PeopleSoft is trying to add more but they still require IT to enable.

No 'Personal' customization or tailoring

Customizations are not supported

Many Customizations must be re-applied and re-tested during upgrade and patching

Adds cost and complexity to upgrades/implementations

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Inflexible and Costly

A word about the 'Upgrade Manager'

- PeopleSoft has gone to great lengths to hide the complexity of upgrading customizations.
- Firstly they created a 'Report' which just listed the customizations (you still had to manually migrate them).
- Now the new 'Upgrade Manager' is a workflow based tool which shows graphically the steps needed to upgrade
- But still does not address customizations!!
- Don't let PeopleSoft convince your prospects that upgrades are 'one button' exercise.

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Configuration without customization

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As well as flexibility for users, Oracle provides system level flexibility through the use of…

- Key & Descriptive Flexfields
- Extensions (eg. Projects)
- Applications Programming Interfaces for easy integration (API's) that include data validation
- JAVA Class extensions (iStore, etc)
- HRMS Fast Formulas
- HRMS Task Flows
- Discoverer Workbooks
- All fully supported and upgradeable

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Configuration without Customization (cont.)

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-business

Key Flexfields

PeopleSoft only offers a 'Flexible COA' (new in v8)

Oracle offers flexible keys throughout the e-business suite including the following

- Oracle Assets Asset Key Flexfield
- Oracle Assets Category Flexfield
- Oracle Assets Location Flexfield
- Oracle General Ledger Accounting Flexfield
- Oracle Human Resources Grade Flexfield
- Oracle Human Resources Job Flexfield
- Oracle Human Resources Personal Analysis Flexfield
- Oracle Human Resources Position Flexfield
- Oracle Human Resources Soft Coded KeyFlexfield
- Oracle Inventory Account Aliases
- Oracle Inventory Item Catalogs
- Oracle Inventory Item Categories
- Oracle Inventory Sales Orders
- Oracle Inventory Stock Locators
- Oracle Inventory System Items
- Oracle Payroll Bank Details Key FlexField
- Oracle Payroll Cost Allocation Flexfield
- Oracle Payroll People Group Flexfield
- Oracle Receivables Sales Tax Location Flexfield
- Oracle Receivables Territory Flexfield
- Oracle Service Oracle Service Item Flexfield
- Oracle Training Administration Training Resources

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Configuration without customization (cont.)

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Descriptive Flexfields

- Capture additional information and use that information in reports, links to external (legacy) systems, etc.
- Available in more than 2000 places
- Provides logic and validation functionality
- No customization or coding
- Fully supported and Fully Upgradeable
- PeopleSoft offers nothing similar to Oracle's DFF technology

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The Analysts Say...

"[Oracle's user interface approach]...allows companies to address the needs of both kinds of user communities. It allows casual and walk-up users to access an application using an HTML only browser, and allows power users to turbo-charge their application environment to address their more demanding work environments." Marty Gruhn, Summit Strategies, Inc. Internet Applications: Look Before You Leap, March 2002.

"[PSFT] Our initial impression was that many casual-user Web pages were very similar to the core user components and therefore were less than intuitive for someone with no prior PeopleSoft experience." Giga, PeopleSoft Vendor Assessment, September 2002 – Paul Hammerman

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Single Data Model

Oracle's e-business suite utilizes an open, single data model (and database) for all product families. PeopleSoft requires three separate data models (and databases) and recommends a fourth database for reporting.

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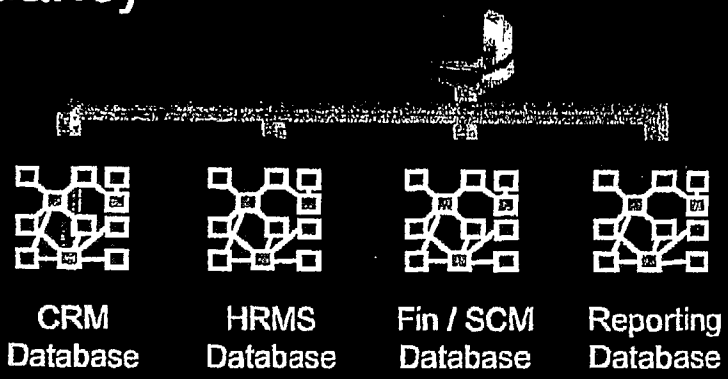
Multiple Databases

PeopleSoft requires three separate databases and recommends a fourth database for reporting

- No single source of the truth
- Great amount of redundancy
- High Maintenance cost
- Complex to integrate
- Poor performance
- Requires messaging applications to synchronize RDBMS's



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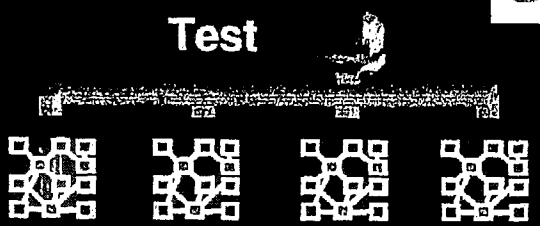
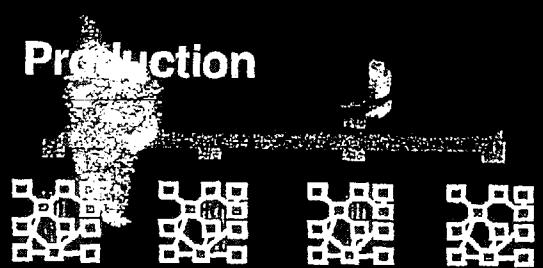
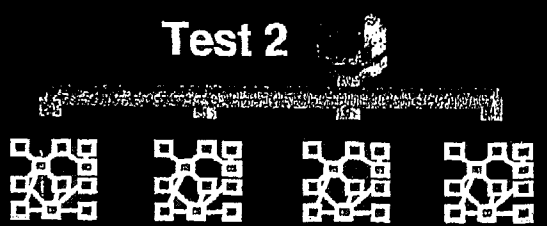
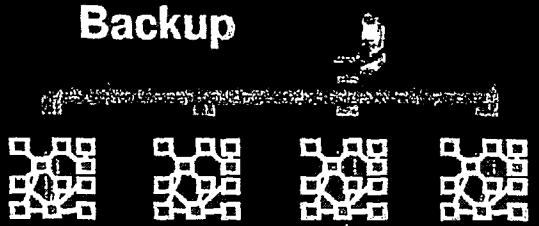
Nightmare to Maintain and Support









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Single Data Model

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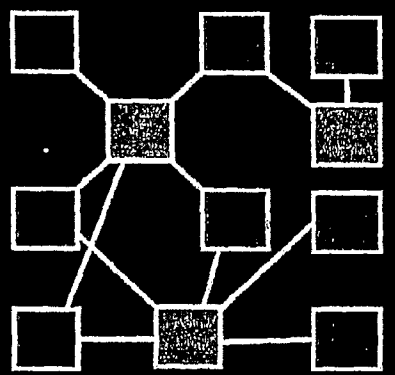
Oracle Applications Uses a Single Data model for the entire suite.

- One 'Source of the Truth'
- Faster Performance
- No duplication of data
- Lower maintenance costs
- Easier integration to external systems
- 'Real Time' reporting



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The Analysts Say...

"Important to the Oracle value proposition is Oracle 's architecture for these applications,which is based on a common repository.This removes data reconciliation problems and blurs the lines between back and front office. Accordingly, this takes integration issues off the plate" IDC: Worldwide HRMS/Payroll,Project Management,and Maintenance Management Applications Suppliers — Competitive Analysis,2002:What Keeps Them Independent of ERP? -Dennis Byron

As an ERP II vendor, Oracle offers end-to-end ERP applications sharing the same code base on a unified architecture and single data model. Integration of the core Financials applications among themselves is a benefit, as well as integration and data sharing between Oracle Financials applications and Oracle's Ebusiness suite of SCM, CRM, Manufacturing, Projects and HR applications. For example, a customer account created in Order Capture is the same customer account used in Oracle Receivables. If a customer configures and orders a product through an online ordering function in CRM, a ship date is confirmed, inventory stock is evaluated to ensure adequate supply, price is determined, an invoice is delivered and payment is accepted by Receivables.
Gartner: Oracle Financial Management Applications Nov 2003 - Daniel Stang, Gerald Arcuri

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Demo Points

This is more of a conceptual point but there are examples you can point out including…

- Add a new employee and show that employee immediately available as a project resource
- Enter an order into the iStore and flow that order into the Order Management and Receivables system
- Try to set PeopleSoft up by telling your prospects to ask PeopleSoft to demo these flows or others which cross product families

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Daily Business Intelligence

Oracle has a comprehensive, integrated, single vendor solution to provide relevant business information to all users. PeopleSoft uses a poorly thought out collection of third party products and replicated data.

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Business Intelligence

PeopleSoft has a collection of third parties on top of a complex data warehouse (Called 'CPM')

Suggests a separate RDBMS for Reporting

Requires complex, time consuming data summarization and aggregation into a data warehouse

Multiple Vendors

- PeopleSoft
- Cognos
- Crystal Reports
- Brio
- IBM/Lotus (Notes)
- Microsoft

Support and maintenance Nightmares

Portlets require 'Analytics' = Data Warehouse!

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Daily Business Intelligence

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Oracle provides a comprehensive selection of solutions sitting on top of a single integrated data mode.

- No Data Replication
- Pre-Built data aggregation and Single database reduces Total Cost of Ownership (TCO)
- Makes use of 9i Materialized Views
- Timely, Accurate Data
- Pre-Built Pages with 'Racks' of Portlets for each Business Role (i.e. CFO, Operations, HRMS etc.)
- Parameter Driven (YTD, Month over Month, etc.)

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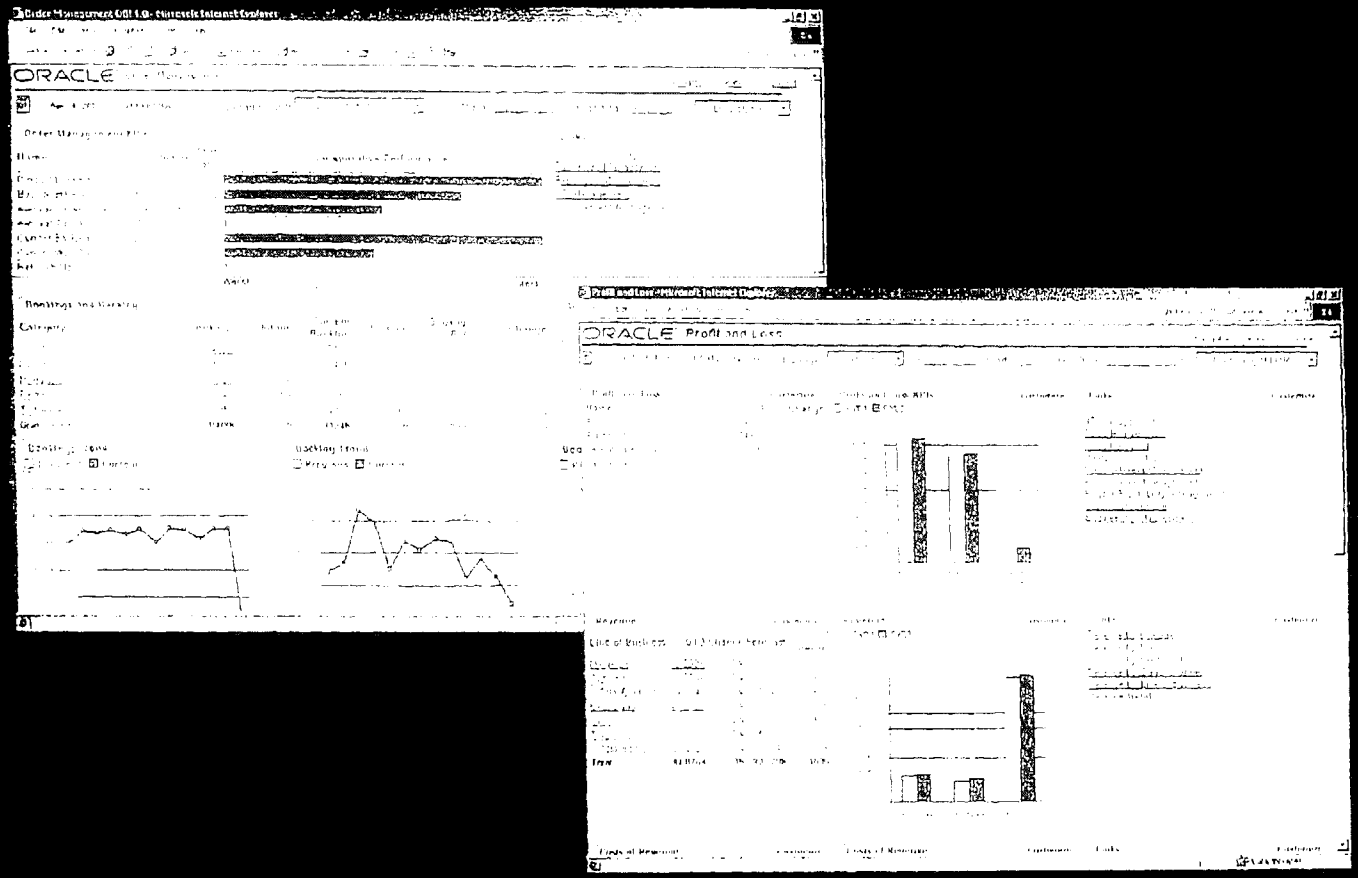
Daily Business Intelligence

ORACLE -business



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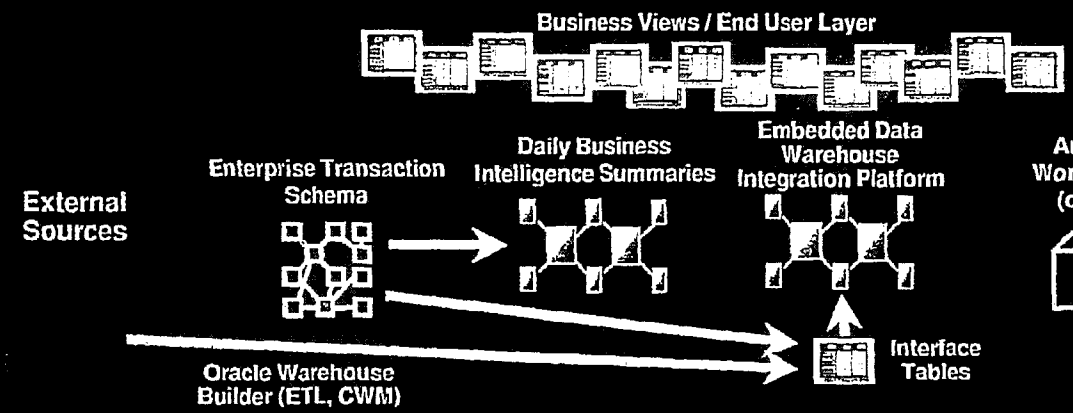
Oracle's Corporate Performance Management (CPM) Solution

ORACLE -business

Transaction Users	Managers	Business Analysts	Analysts & Planners	Users
Transaction Reporting	Management Reporting	Analysis	Planning & Simulation	Needs
Reports	Balanced Scorecard, DBI	Discoverer	Enterprise Planning & Budgeting	Tools



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Demo Points

- u have a number of options here depending on what best meets the needs of your demo.
- Demo DBI using the static demos at
  -
- Augment this with appropriate Discoverer demos
- Demo Alerts!
- Demo Folders (pre-built and saved), Exporting to Excel for simple reporting
- More DBI demos coming soon
- Also, Don't forget OFA with working GL link

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Globalization

Oracle provides a comprehensive solution to our 13,000+ customers. Complex Taxation, Accounting, Payment and Language issues must be fully addressed for success. PeopleSoft has few truly global customers and only partially addresses many of these areas.

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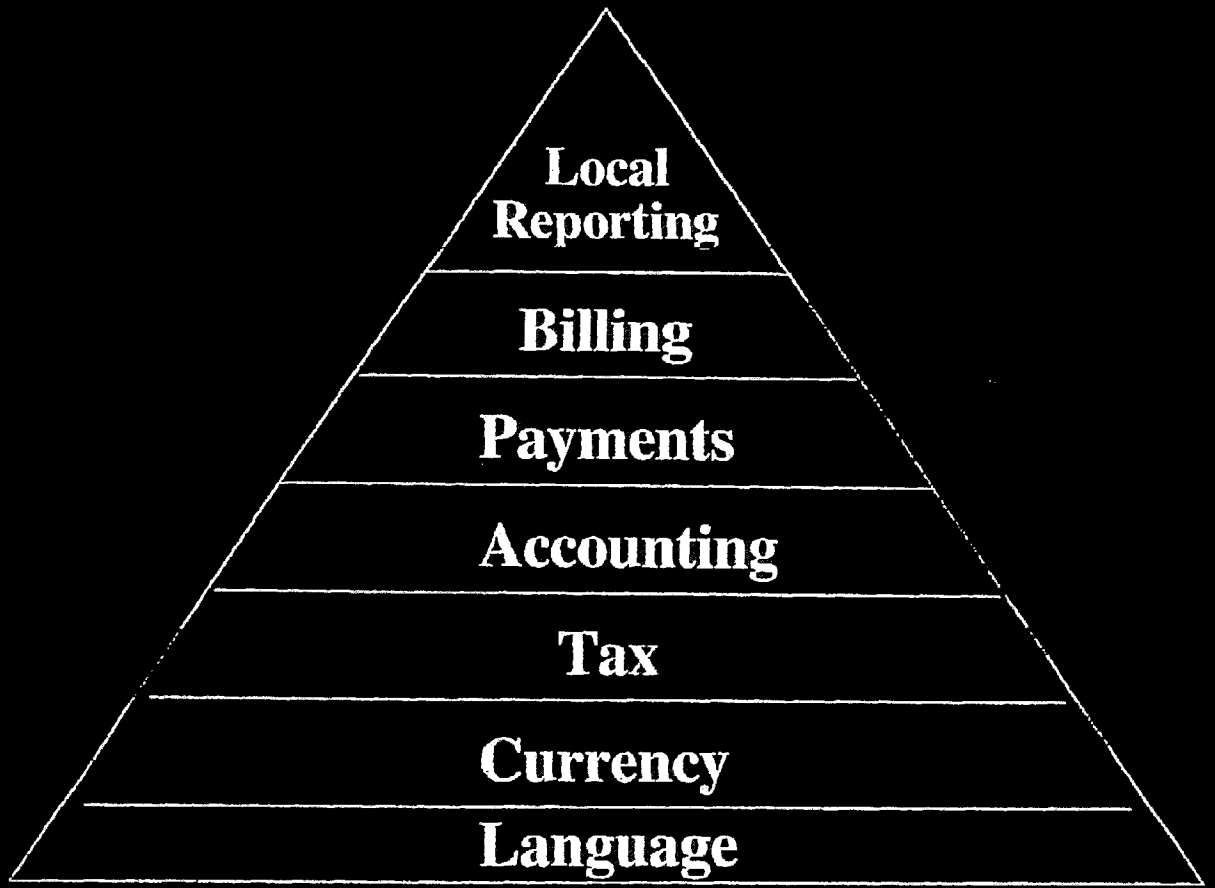
Hierarchy of Globalization



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Language

ORACLE e-businesssuite

- 30 Languages
- MLS in single instance through unicode
- External documents in preferred language of trading partner
- Flexible date & number formatting
- Flexible Address Formats

PEOPLESOFT People power the Internet.

- 11 Languages (Financials)
- Unicode support is currently limited (beta) to a select number of customers
- No support for External Documents in preferred language
- No Flexible Address Formats
- Customer Translation Tool delivered (expensive .25$ per word)

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Tax Processing

ORACLE e-businesssuite

- Support for multiple tax regimes: sales, vat and others (ICMS) through Tax Engine
- Standard support for complex withholding
- Tax reporting ledger to accommodate local reporting, consistently

PEOPLESOFT People power the internet.

- Limited support for sales and vat processing
- New support for basic withholding
- Disparate coverage with detailed reporting for some markets and none for others

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Accounting

ORACLE e-businesssuite

PEOPLESOFT People power the internet.

Flexible user defined chart of accounts structure

Subledger Accounting via Global Accounting Engine (AX)

Support for storno (real) reversals

'T' account visibility

Uses an alternate account field to meet statutory chart of account requirements, ignoring accounting entry constructs

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Payments

ORACLE e-businesssuite

Infrastructure to capture and process domestic and international payments	Handful of payment formats, including new support for Giro
Standard support for over 40 payment formats	Support for Letter of Credit only through Treasury
Full support for Letter of Credit functionality	

PEOPLESOFT People power the internet.

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ocal Reporting

ORACLE
e-businesssuite

Over 300 country specific reports

Tax Reporting Ledger

Rxi reporting tool built to provide globalization exibility

PEOPLESOFT
People power the internet.

A few dozen country specific reports

Reporting architecture designed exclusively for analytical reporting with no flexibility for global formatting

Beware, PeopleSoft will provide a nice looking bound book of sample reports.

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The Analysts Say...

"PeopleSoft 's challenge is to overcome the lack of geographic diversity..." IDC: Worldwide HRMS/Payroll,Project Management,and Maintenance Management Applications Suppliers — Competitive Analysis,2002:What Keeps Them Independent of ERP? -Dennis Byron

PeopleSoft, however, does not have a prevalent global presence matching SAP and Oracle. Gartner: Oracle Financial Management Applications Nov 2003 - Daniel Stang, Gerald Arcuri

Oracle financial applications provide multinational support, including local regulatory requirements for 44 different countries, and they provide single-byte, multibyte and bidirectional character sets. In addition to features specific to Japan, Taiwan and Korea, other enhancements support business practices in countries across the Americas, Europe, Africa, the Middle East and Asia/Pacific. Gartner: Oracle Financial Management Applications Nov 2002 - Daniel Stang, Gerald Arcuri

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Demo Points

Many of these points are not best demo'd or will be too complex for the USA audience. However we have some good points to show.

Multi-Lingual (use the shared ADS UTF8 instance to show multiple languages)

Demo the 'T' accounts in every Financials demo (the accountants will love this feature!!!)

A Multi-Currency example in the 'T' accounts demos well.

Many examples of Global Demo's available on ADSWeb 'Demo Docs'. Look under the various country areas 'France', 'Germany', etc.

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Lower Total Cost of Ownership (TCO)

Through the use of Rapid Install, iSetup, Flexibility without Customization, Single Data Model and Business Flow Accelerators Oracle is driving down total cost of ownership for our customers.

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Lower TCO, no chance

PeopleSoft has a poor story in this area.

- PeopleSoft's product forces a tremendous number of customizations and high (real) cost of implementation/Upgrade.
- PeopleSoft has no wizard based quick setup tool (similar to Oracle's new iSetup)
- PeopleSoft's 'Accelerated Enterprise' solution is for product based point solutions and has no time frames.
- High cost of maintaining multiple RDBMS's for multiple installs.
- Beware, PeopleSoft will provide canned ROI studies.

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Lower TCO through...

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Oracle provides a number of tools to reduce total cost of ownership. Work with Implementation team to provide a compelling implementation offering.

- Rapid Installation (the 1 hour install)
- iSetup provides a wizard based configuration tool for the core products (being expanded)
- Configuration without customization (see earlier slides)
- Single Instance to maintain (see earlier slides)
- Work through ROI exercises with your customer
- New Business Flow Accelerators
  - Fixed Price, Fixed Scope Implementations
  - Provides complete business flows across product families
  - See http://www.oracle.com/consulting/offerings/ebs/

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The Analysts Say...

"The [Oracle] consulting staff is no longer focused on finding long-term engagements. Their focus is now on getting the customer up and running as fast as possible" - Hurwitz Group Inc., Hurwitz BalancedView Bulletin.

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Use of the RDBMS

Because Oracle runs only on Oracle, we take advantage of all of the powerful features of the Oracle RDBMS. PeopleSoft cannot do this as they support multiple RDBMS's

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Use of the RDBMS

PeopleSoft can only use the 'Lowest Common Denominator' of RDBMS' features across all RDBMS's they support.

PeopleSoft does this with a Single Codeset (it would be far too expensive and difficult to code to multiple RDBMS's) so

- No Stored Procedures/Triggers
- No RDBMS level security features
- Very limited 'Row Level Locking'
- Proprietary Data Dictionary and Security Layers

PeopleSoft say's this approach give flexibility to 'swap out' your RDBMS without having to change Applications

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Use of the RDBMS (cont.)

ORACLE -business

The eBusiness Suite takes advantage of the advanced features of the Oracle RDBMS to deliver outstanding performance and scalability

- Row level locking
- Use of 'Stored Procedures'
- Use of 'Database Triggers'
- Use of the Cost Based Optimizer (CBO)
- RAC and 9iAS Features
- Materialized Views
- Relative use of the RDBMS data dictionary

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Use of the RDBMS (cont.)

[redacted]what...the results

[redacted]Because PeopleSoft does not use 'Row Level Locking' they must use 'Table Level Locking' throughout the applications.

- When Payroll is being run, many HRMS functions are unavailable to users
- When Payables 'Payment Run' is being created 'AP Invoices' cannot be entered

Numerous examples of 'Deadlocking' being reported by PeopleSoft customers

[redacted]PeopleSoft Data Dictionary gets 'out of sync' with the real Data Dictionary = corruption!

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Performance & Scalability

Oracle crushes PeopleSoft in the area of performance

AR Benchmark (Oracle 10 times as fast!)

- Oracle Imported, Calculated Tax, Recognized Revenue and transferred to GL approx 275,000 invoice lines per 1 hour (2.2 million in the full benchmark)
- PeopleSoft approx 25,000 per hour

GL Benchmark (Oracle 3 times as fast)

- Oracle (42 Million GL lines per hour)
- PSFT (15 million GL lines per hour)

(on a machine with nearly 4 times the memory and)

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Performance Examples

Oracle

- 42 million GL Lines / Hour
- Sun Hardware
  - 28 processor
  - 26 GB's of Memory
- Oracle Database
- 2/4 Process steps
  - Validate and Post
    - Two easiest steps

PeopleSoft

- 15 million GL Line / Hour
- IBM Hardware
  - 24 processor
  - 96 GB's of Memory
- Oracle Database
- 2/4 Process steps
  - Validate and Post
    - Two easiest steps

20 million GL Lines / Hour

- 4/4 Process Steps
  - Load and Import
    - Two hardest steps
  - Validate and Post
    - Two easiest steps

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Now let's take a more detailed look into the Financials specific points...

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Financials specific points

Financials specific areas of advantage which you can use to proactively attack PeopleSoft

- Oracle's Strong Financials Customer Base
- Property Management
- Revenue and Receivables Solution
- Trading Community Architecture (TCA)
- Wireless Financials

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Financials Customer Base

Oracle has a strong Financials customer base

Oracle has 13,000+ Total Applications customers (and more than 90% use our Financials Applications) approx. 12,000

PeopleSoft has 4500 total Customers and 2,500 Financials customers

- (GIGA: PeopleSoft Takes a New Approach to EPP, Oct 2002, Penny Gillespie and GIGA: Enterprise Application Vendor Assessment: PeopleSoft, Sep 2002, Paul Hammerman)

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Oracle Property Manager

Almost every business manages real estate or facilities of some sort. Only Oracle delivers a comprehensive solution. PeopleSoft offers no product to assist their customers in this area.

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Oracle Property Manager

ORACLE -business

Real estate management is relevant to any prospect who owns, leases or sublets facilities.

- Supports both tenant and landlord functions
- Automates rent payments and billings as well as other charges
- Make lease administration/space administration an issue
- Sell the integration and benefit of visibility to key lease dates

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Oracle Property Manager

PeopleSoft has no real estate management or property manager equivalent.

Exploit it!!

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Demo Points

- PeopleSoft has no offering in this area the Oracle Property Manager product should be demo'd. ADS provides numerous demo scripts for Property Manager on the ADS, 'DemoDocs' website
  - Financials / Property Manager
- Check out the product web site for more information

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Revenue and receivables solutions

ORACLE -business

This solution footprint covers Collections, Receivables, iReceivables, iPayment, Billing, Revenue Accounting, Customers Online and Credit Management*.

Improve cash flow and working capital

Decrease DSO (Days Sales Outstanding)

Improve customer relationships and service

Increase process efficiencies

Provide higher quality customer data

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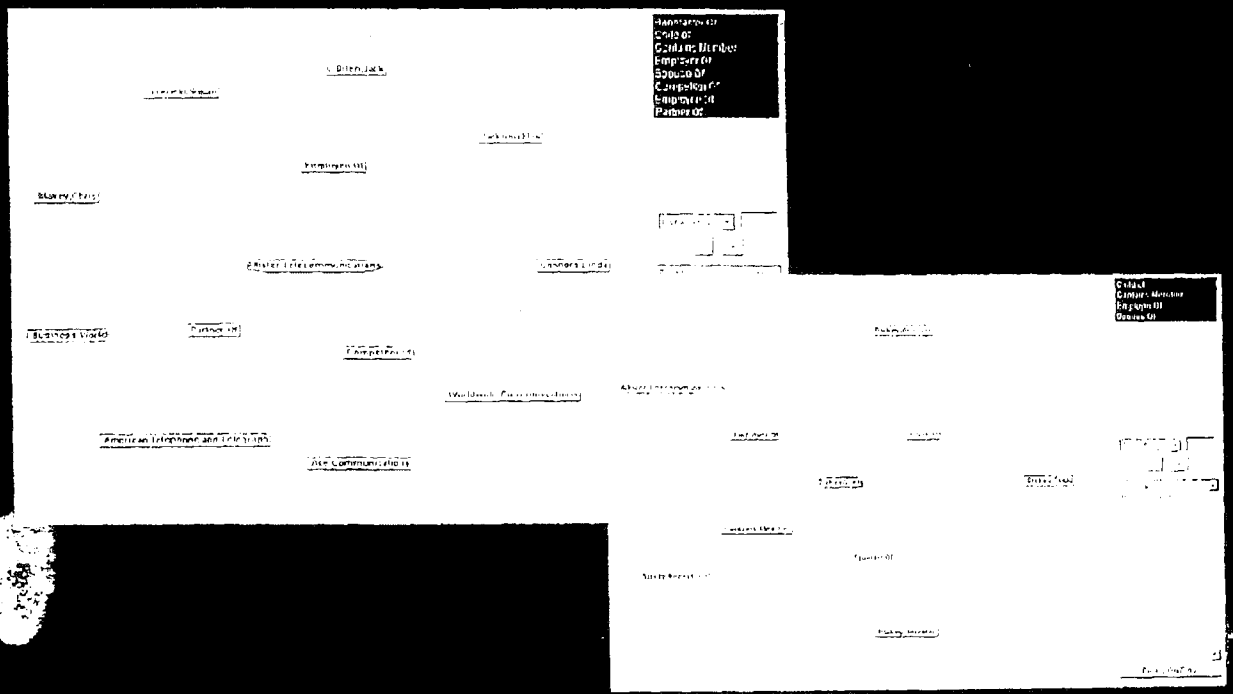
Revenue and receivables solutions

ORACLE -business

Review visual representations of your trading partners through Oracle Customers Online



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Revenue and receivables solutions

- PeopleSoft has no Credit Management solution
- PeopleSoft has no Collections product and provides only the most basic functions through Receivables.
- PeopleSoft has no Customers Online product
- No D&B integration
- Customer/Sales information is spread across multiple databases (Financials, CRM, Reporting) leading to inconsistent reporting and poor decisions.

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The Analysts Say...

"Politics aside, the product [Oracle Customers Online] addresses many of the issues that enterprises face in providing high-quality customer access across the organization." The Gartner Group, OCO Data Quality and a Single View of the Customer,B.Wood, Oct 2002

In discussions with Meta Oracle has been told that we are 18 – 24 months ahead of PeopleSoft on Collections and Credit Management solutions.

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Demo Points

Some great demo opportunities here full demo scripts on including…

iReceivables

- include credit card payment and dispute functionality
- Include Dun and Bradstreet Integration

Wireless Accounts

Collections

Customers Online

- Include 'Visual Map'

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Trading Community Architecture (TCA)

The Oracle e-Business Suite approach to an integrated trading community architecture is unique and valuable. For all prospect's, especially those with a complex network of customers and suppliers the TCA solution is a true differentiator. PeopleSoft has nothing similar to the TCA approach.

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Trading Community Architecture

ORACLE -business

Oracle provides an integrated architecture for managing the business partners or the organization.

- Better visibility to customer relationships
- Deliver higher levels of service to trading partners
- Make better business decisions
- TCA is expanding to include Employees and Suppliers in coming releases
- Oracle has a great Gartner report on our OCO product available on the Financials Portal
  - http://www-apps.us.oracle.com/financials

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PeopleSoft has nothing like the TCA

PeopleSoft has no TCA like concept

- Customer and Employee Information not integrated into a coherent model
- Customer and Employee information spread across multiple database instances!

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Demo Points

A number of specific demos here. The most important thing to get across is the concept. Full demo scripts available on

Talk the concept

- eg. Financial Services Company has many customers, each of those customers may have multiple relationships with the company (Business, Personal, Guarantor of child's/spouse's credit card etc.)

Data Quality Management (DQM)

Dun & Bradstreet Integration

Customer Visualization Demo

For more information see

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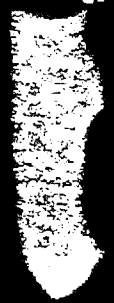
The Analysts Say...

Reference the OCO Gartner report here.

Analyst Relations has purchased distribution rights to this Gartner report please contact to obtain a copy of this report to share with your prospect



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Wireless Financials

Wireless functionality is crucial for the online workforce. Oracle delivers wireless applications for Expenses, Property Manager and Customer Accounts. These are truly online (wireless) applications not just 'disconnected'.

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Wireless Financials

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-business

- [redacted]eless devices and remote employees are becoming more common. Oracle delivers a wireless solution for all users.
- Simple, real time transactions
- More accurate financial information
- Deliver better service to customers & employees
- Mobile Expenses
- Mobile Property Manager
- Mobile Accounts (customer)

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Limited functionality

- PeopleSoft has no wireless solution for Financials or SCM
- PeopleSoft only provides 'disconnected' expenses (ie spreadsheet & Palm upload)
- PeopleSoft's disconnected expenses requires 12 MB of code on the client pc

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Demo Points

Wireless makes a 'cool' demo and is useful to users. There are a number of places this can be shown including

Wireless Internet Expenses Demo

Wireless Accounts Demo *(11.5.8 Vision only)*

Wireless Property Manager *(11.5.8 Vision only)*

- See for demo scripts

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To summarize...

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Be Prepared....expect

- Lot's of FUD
- PeopleSoft Executive involvement
- Good marketing and a plethora of 'White Papers' or 'Industry Studies'
- Applications knowledgeable sales team
- Good knowledge of Oracle
- To hear a lot about 'Tree Manager' and 'Date Effectivity'
- Rep's demoing early
- A slick (but scripted) demo in a relaxed friendly environment
- Oracle Sales will be portrayed as difficult to do business with and aggressive

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Sale Process Tactics

- Don't lose before you start
- Raise the importance of areas where Oracle has an advantage (inside and outside the Financials area)
- Do 'Sales 101' right
- Set the stage (try to go first)
- Keep it simple
- Position an 'Applied Technology Workshop'
- Understand PeopleSoft's pricing

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Sell these differentiators hard !

- Strong Financials Customer Base (12,000)
- User interface designed for productivity
- Open, Single Data Model
- Daily Business Intelligence
- Globalization
- Lower TCO
- Use of the Oracle RDBMS for Performance/Scalability
- Property Manager
- Revenue and Receivables Solutions
- Trading Community Architecture
- Wireless Financials

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Sales Reps must SELL these points, Sales Consultants must DEMO these points

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PeopleSoft Checklist

Study and internalize the messages/suggestions in this presentation. Be sure to review the speaker notes

Ask Analyst Relations for pertinent analyst reports

Continue to provide feedback on PeopleSoft's demo techniques and attacks to

and/or

Practice demo delivery

Be part of the compapps_us mail list

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PeopleSoft Checklist (cont.)

Review the following:

- This presentation and speaker notes

- The PeopleSoft: Product Pricing Overview
- PeopleSoft folder on compete.us.oracle.com
- PeopleSoft Sales Kit
- The 'Hard Questions for PeopleSoft' document

- Every Rep and SC should watch PeopleSoft's demos and use it to set them up. This is not illegal but be quick. Register and enjoy!!!!

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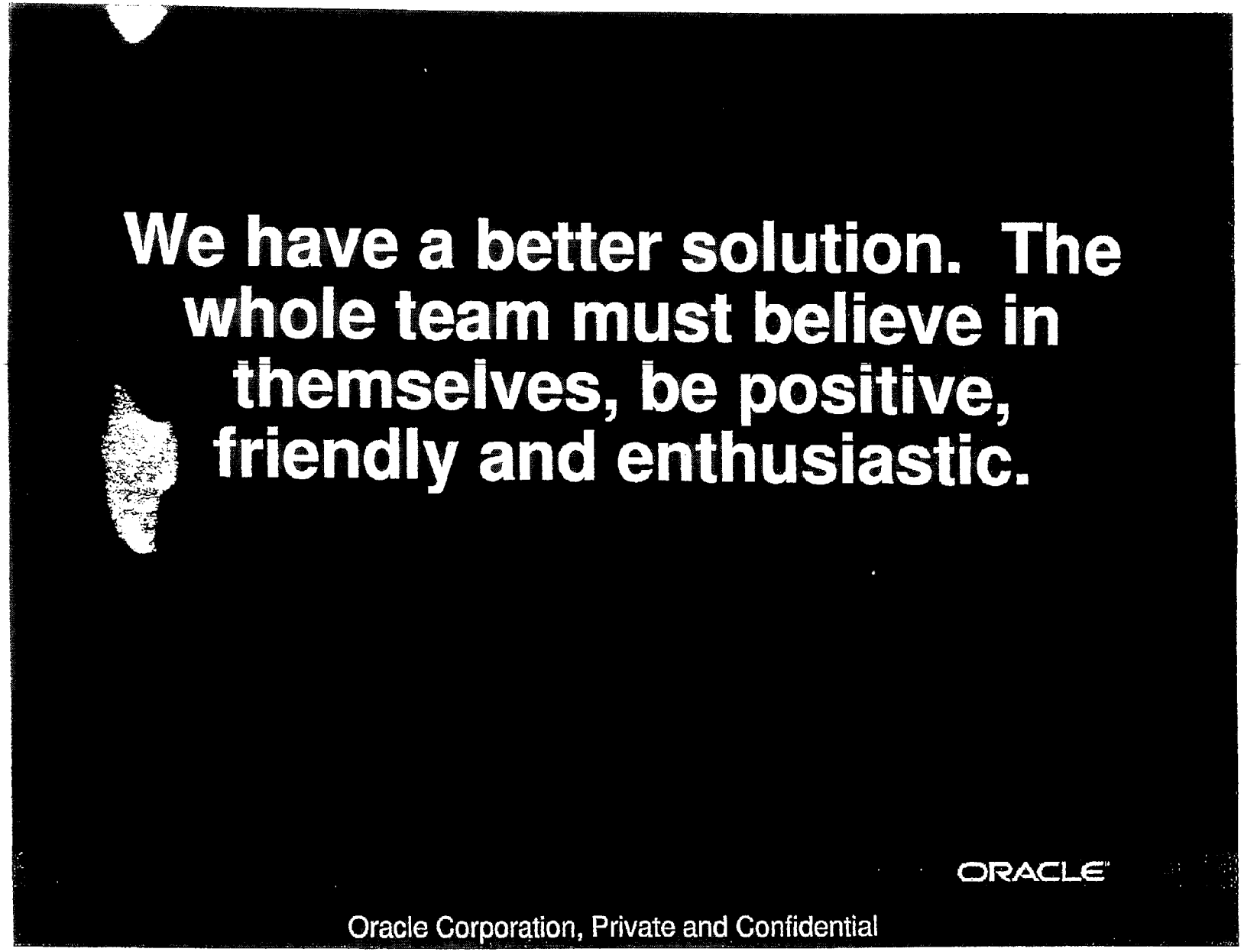

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QUESTIONS
ANSWERS

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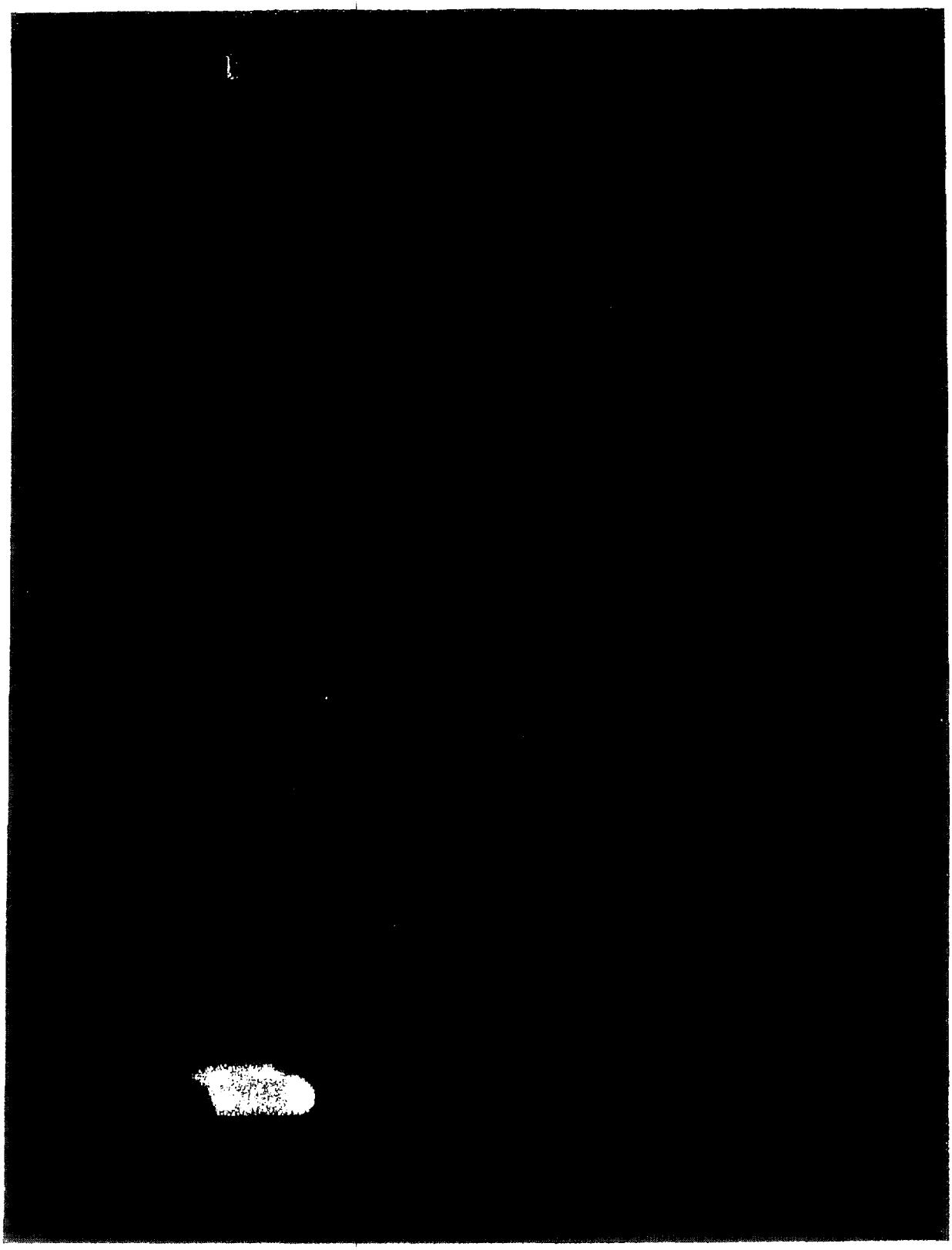
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