

PeopleSoft: Product Pricing Overview

October 2002

Warning

The information contained in this document is dated material.

Events may have occurred since the original publication, which might alter the accuracy of the report.

If you need additional or current information on the project, please contact the team member(s) who created this report. Scott Swanson (Pricing Intelligence) at 312-651-8001.

GOVERNMENT EXHIBIT

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Thank you.

PeopleSoft Product Pricing

Overview

According to our research, PeopleSoft product pricing is largely calculated by an automated tool called The PeopleSoft Price Calculator, which is a PeopleSoft proprietary resource and unavailable to the public- including customers. While Sales Executives are empowered with autonomy to use creativity in pricing (with supervisor approval and given core pricing parameters), the calculator enables the Sales Executive to choose from a number of variables to achieve a Grand Total of Fees to also include Reductions, Royalties, and 1st Year Maintenance. The Sales Executives calculations totaled by the tool must accompany each sales contract internally submitted prior to deal execution, but is by policy not seen by the client customer.

PeopleSoft pricing is also formulated for the whole enterprise and not named user. Based on Market Segmentation (Products, Services, Federal Government, Financial Services, Higher Education, Manufacturing, Public Sector, Retail, and Service Industry) input is required for the Customer's Size Metrics. Appropriate metrics are dependant upon the specific PeopleSoft Product Line, then based on any one of the following: number of Employees, number of Students (Student Administration Solutions), Funds Raised (Contributor Relations Solutions), and either Annual Revenue, Budgets, or Assets. If Assets are selected, an appropriate Industry Category must be determined from Financial Services: Brokerage & Banks, Diversified Financials, Life & Health, and Property & Casualty. These selections will provide the tool with specific formulas and ratios.

The Asset to Revenue Ratios that can be used in the tool for pricing the financial, distribution, and manufacturing products for financial service organizations based on the asset size instead of revenue are:

All Financial Services	~7.8
Financial Services by Industry Sub sector	
Brokerage & Banks	~10.6
Diversified Financials	~7.7
Life & Health - Mutual & Stock	~5.6
Property & Casualty - Mutual	~2.6
Property & Casualty - Stock	~3.7

Each PeopleSoft contract has an Expansion of Rights Clause, which guarantees future license pricing should the customer expand past per-agreed upon size thresholds. With size/revenue based price and expansion variables, PeopleSoft gives customers the right to deploy as many servers, users, and workstations as needed within their licensed enterprise size.



Discounts

Existing client Add-On sales qualify for a Relationship Level Reduction (RLR), in addition to the Total Transaction Reduction (TTR). Net license fees paid by the customer in the last 24 months are input to the tool and the applicable Relationship Level Reduction percent discount will be added to the Total Transaction Reduction. The Discount Schedules are as follows:

Total Tra	nsaction Reduction	Relations	hip Level Reduction
Threshold	Reduction	Threshold	Reduction
250,000	25.0%	1,000,000	5.0%
750,000	27.5%	2,000,000	10.0%
1,500,000	30.0%	3,000,000	15.0%
2,500,000	35.0%		
3,000,000	40.0%	Relationship Lev	el Reduction is only
4,000,000	45.0%	applicable if the	customer licensed
5,000,000	50.0%	PeopleSoft prod	uct in the last 24 months.

Additional Discounting is available with a Delegation of Authority document and executive approval. These features would include a Fixed Contract Value or Fixed Additional Discount. The sales representative may also use an additional 10% discount at their judgment.

Expansion Clause

PeopleSoft provides a Value Based Pricing Proposition where customers must pay incremental license fees once they exceed thresholds specified and agreed upon within the sales cycle. These incremental fees are based on the original contract price. The Expansion Clause, defining the thresholds and the associated incremental license fees is required in the schedule for every PeopleSoft software sale with the exception of the PeopleSoft Customer Info System (CIS) and 3rd Party Products.

Standard Expansion Terms

Mid-Market	Customer Size (Rev)	Expansion	Incremental Fee
	1-100M 101-300M	20% 20%	5% 10%
	>300M	10%	10%
Up-Market		Expansion 10%	Incremental Fee 10%



First year maintenance is mandatory with all PeopleSoft Products. PeopleSoft's Standard Support is 20% of the Net License Fee, however other options are offered: Premium Support or Platinum Support (22-27%), and Accelerated Solutions Support (18%, but not valid if customer purchases Accelerated Solution and other PeopleSoft products). Additional discounts apply for purchasing longer-term maintenance contracts. In some cases, discounting has brought the price down to 15% of the purchase price.

3rd Party Royalties

If 3rd party technology, such as Oracle, Sybase, Cognos, is bundled or embedded in a PeopleSoft product, the price calculator provides an estimated royalty cost. This figure provides the Sales Executive an indication of a possible Sales credit impact. The 3rd Party's appropriate license and support requirements are also separately dictated.

Training, Installation, and Implementation

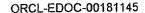
Training, Installation, and Implementation Consulting fees are separate costs from the software charges. Installation pricing varies according to the customer's operating system, database type, and number of products being loaded and installed. A typical price for this service is \$180K. Training is suggested as follows:

Mid-market Transactions New Up-Market transactions Add-On Up-Market transactions 3% of Net License Fee 7% of Net License Fee 3% of Net License Fee

So What?

Commentary-

Overall, PeopleSoft's pricing appears to be less than its competitors and Sales Reps have a lot of variables to effect price by the Delegation of Authority Discount Document, Relationship Level Reductions, and Expansion. At times, the low price can lead to less discounting than the client may assume as price lists are not available for viewing and customers have no way to validate whether the pricing is fair in terms of how the deal was positioned. This is especially the case when a customer wishes to buy à la carte or an additional product at a later date. There is no "set price" that is found on a tangible menu, but rather calculated in the tool based once again on a number of variables. Many Sales Execs are unable to articulate and show the exact breakdowns found within the calculation tool. A real savvy buyer can probably trip up the rep at times.



PeopleSoft has generated approximately 25% of its sales from its mid-market effects, but recently improved that share closer to 33% with a dedicated strategy to expand outside of the U.S. Investor reports are optimistic regarding its expanding global success chances.

Oracle and SAP remain the greatest competition on the high end "Up-Market," with Microsoft, smaller companies, and new entrants on the low-end. Deals between \$1-10MM are down 15%, and upgrade deals are closer to \$100-200K. People Soft maintains a distribution strategic focus of high support-high customer contact.

Achilles Heel?

One way sales execs can compete with PeopleSoft is in terms of showing actual discounts, seeing if the potential client is able to receive a future discount equal to the initial deal discount from PeopleSoft. More often than not, the PeopleSoft rep will not be able to commit on a forward projecting deal discount. On the flipside, a number of preset discounts are almost always being added into the total price without the client having to specifically ask.

Expansion is also a frustration for PeopleSoft clients where they often feel "taxed" on their growth successes by the Standard Expansion Terms. PeopleSoft can use this clause to generate additional revenues from its customer base with no incremental usage required. Incremental and expansion fees have recently caused many clients confusion and frustration.

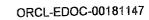
Contract vagueness, may be prevalent when a division of a large company wishes to buy a product and the tool figures can't be applied. For example, if a \$10B company wanted a CRM package for a division of 500 employees, the number of employees would not be solely counted and revenue would be too difficult to ascertain in a division. PeopleSoft will use a \$250,000 revenue number multiplied by the 500 employees as a factor, but the contract will say based on the number of employees. (No information to this point has been found on how the \$250,000 was derived)

The easiest competitive tip is for an Oracle rep to say to the client, "here's my pricing, it's transparent, why can't PeopleSoft show you theirs?" but sell value against toe-to-toe price.

Net/Net

PeopleSoft vs. Oracle

	opleSoft	()	racle
Discounts	PeopleSoft Sales Rep has an additional 10% off the standard discounting allowance.	+	Oracle Sales Management has an additional 25% points beyond the eBusiness discount schedule and Tier I executives have up to 45 additional points beyond eBusiness standard discounts. Oracle has specific discount approval parameters to facilitate Sales Management's ability to monitor "street" discounting practices and provide timely input into the pricing process relative to competitor behaviors and customer expectations.
+	Additional PeopleSoft discounting is available with executive approval. Must complete Delegation of Authority Documents.	+	Additional discounting beyond Tier I is available per HQAPP/ CEO Executive approval.
+	PeopleSoft offers a formal Relationship Level Reduction (RLR) beyond their standard discount practices for customers who have purchased licenses in the past 24 months.	1200	Oracle has no formal Relationship Discount. Oracle discounts are based on transaction volume at the time of the deal. Price Holds can be considered to act as a RLR since it extends a discount to customer based on past purchases.
+	PeopleSoft provides discounts starting at 25% for \$250,000 and go up as high as 50% on \$5M+	PROSE	Oracle's published discount schedule is up to 25%, but "actual" discounts are comparable to PeopleSoft on comparable size deals.
19823	PeopleSoft's initial license discount threshold begins at \$250,000 (10x the Oracle requirement)	+	Oracle customers receive a discount with an investment in license and support as low as \$25,000
excess	PeopleSoft cannot carry over discounts to the next deal. Essentially, PeopleSoft does not offer price holds tied to a specified set of products relative to a given price list. They have little to no price protection. Instead they offer the RLR.	+	Oracle offers its customers price protection by providing available contract options that can extend an agreed upon discount up to 5 years, typically referred to as a "price hold."



Expansion Clau	ise		
	PeopleSoft charges client additional fees based on an Expansion Clause. The Expansion clause is based on a company's core business metrics relative to the application being purchased, such as revenue. It's important that customers understand that their license fees will increase based on the growth in their corporate metrics regardless of whether the software was directly attributable to the company's success or not.	+	Most of Oracle's products are based on user or usage metrics. Therefore, there are no additional fees relative to license if the usage has not changed. Typically, more users and usage are the primary activities that will generate additional license fees for Oracle applications. Oracle's pricing is directly related to the benefit the users receive or to the processing activities related to the transactions the Apps perform. It is a more appropriate method for price justification.
Maintenance	HAC		
.vicinterance	For PeopleSoft first year maintenance is mandatory	Neutral	Oracle highly recommends first year maintenance but does not "require" it.
+	Standard Support can be 20% of Net License Fees. PeopleSoft also provides additional discounts on Support and can be as low as 15% of net.		Oracle is generally a couple of points more based on net license fees. There is some flexibility to provide higher discounts on support for very large complex transactions.
Ganaral Pricin	g & Licensing Policie	s and Practices	
General Frich	PeopleSoft uses a proprietary pricing tool "black box." The sales rep cannot and does not disclose the pricing model to the customer; therefore, the customer has less leverage in the negotiation process because they don't know the pricing attributes they would be negotiating. PeopleSoft cannot demonstrate the fairness, consistency and equity of their pricing and how each customer is treated relative to another.	+	Oracle was the first enterprise software vendor to make its license prices publicly available. With the release of the Software Investment Guide, Oracle is now the first to make its pricing policies and practices available. The goal of these initiatives is to improve trust between Oracle and its customers. The value of Oracle's transparency should not be underestimated and is key in demonstrating Oracle's commitment to treat its customers equitably. PeopleSoft's inability to explain its pricing model to customers relative to consistent pricing terms over any given period of time should be highlighted during negotiations.

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PeopleSoft Product Pricing

Nov-02

Note: The information contained in this document is dated material. Events may have occurred since the original publication, which might alter the accuracy of the report.

This is not an official PeopleSoft Pricing Tool and not an Internal PeopleSoft Proprietary Document, Prices should not be considered exact, but representative of past quotes.

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Basicse Planning Financials Warehouse Penglean Supply Chain Maz (Price Merric: Revenue, Bodget Order Managament Sciore Order Promising Billiog Parchasing Inventory Corrad Planning	Presents	149,200 545,600 447,400 447,400 149,900 749,900 749,900 749,900 749,900 712,400 712,400 712,400 835,500 835,500 835,500 835,500 835,500	95,400 111,300 79,500 190,800 190,800 190,800 142,100 111,300 174,900 174,900 342,100	Order Managernern Store Global Under Promising Purchasing Investory Optimization Cortuand Planning	5 5 5 5	0.60 50,000 300 3,995 150	Order Line Precessor SM COGS Application User SM COGS	1,000,000 8 1,700 196 1,700	5 5 5	600,000 400,000 510,000 783,020 1,275,000	250,000 4 200 36 200	\$ \$ \$	150,000 200,000 60,000 141,820 150,000
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Basicse Pluming Finnesiah Werboos Peoplesafi Supply Chain Maz (Price Merrie; Revenue, Bedget Order Managament eStere Order Proment; Billing Purchasing Inventory Demand Plenning; Inventory Demand Plenning;	Presents	493_300	95,400 111,300 79,500 190,800 190,800 190,800 111,300 114,900 144,900 342,100 342,100 342,100	Order Managernern Store Global Under Promising Purchasing Inventory Optimization Derivated Planning	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	0.60 50,000 300 3,995 750 600	Order Line Processor SM COGS Application User SM COGS SM COGS	1,000,000 8 1,700 196 1,700	5 5 5	600,000 400,000 510,000 783,020 1,275,000	250,000 4 200 36 200	S S S S S S S S S S	150,000 200,000 60,000 141,820 150,000
Basicse Planning Francish Werbouse Peoplesia Supply Chain Maz (Price Merrle; Bevenue, Bodget Order Managament estimate Contex Managament (Store Order Promisers) Billing Purchasing Investory Dentard Planning Investory Interprise Planning Unterprise Planning	or Assets) Investory Order Mpat, Investory; App Enterprise Planating, Investo Mgat, Approval req'd Demand Planating Investory	493_00 545_600 4477400 4477400 4477400 749,900 749,9	95,400 111,300 79,500 190,800 190,800 142,100 111,300 144,900 342,100 342,100 342,100 342,100	Order Management Store Global Under Promising Purchasing Inventory Optimization Derward Planning Configurator	5 5 5 5 5 5	0.60 50,000 3,995 150 600	Order Line Precessor SM COGS Application User SM COGS M COGS Precessor	1,000,000 8 1,700 196 1,700 1,700	5 5 5 8 8	600,000 400,000 510,000 783,020 1,275,000 1,020,000	250,000 4 200 36 200 200	5 5 5 5 5 5 5	150,000 200,000 60,000 141,820 150,000 120,000
Basicse Pluming Finnacials Warebook Peopleast Supply Chain Maz (Price Meerle: Bevenue, Bedger Order Managament ester Conder Promiser; Billing Funchasing Inventory Domand Pluming Inventory Domand Pluming Inventory Pluming Inventory Pluming Product Configurator	er Assets) Inventory Order Mgost, Inventory; App Entrypter Planning, Inventor Mgost, Approval req'd Demand Planning	199,200 545,600 447,800 List-Single Product 749,900 749,900 749,900 749,900 749,900 749,900 749,900 749,900 749,900 749,900 749,900 855,500 855,500 855,500 855,500 855,500 855,500	95,400 111,300 79,500 190,800 190,800 111,300 114,900 342,100 342,100 342,100 343,100 343,100 343,100	Order Management Store Global Under Promosing Purchasing Investory Optimization Octuand Planning Configurator Supplier Portal	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	0.60 50,000 3,995 150 600	Order Line Processor SM COGS Application User SM COGS SM COGS	1,000,000 x 1,700 196 1,700	5 5 5 5 5	600,000 400,000 510,000 7K3,020 1,275,000 1,020,000	250,000 4 200 36 200 200	S S S S S S S S S S	150,000 200,000 60,000 141,820 150,000 120,000
Basicse Pluring Financials Werbouse Peoplesal Supply Chain Mar (Price Merrie: Revenue, Bodget Order Managament estere Order Promising Billing Purchasing Huerbasing H	or Assets) Investory Order Mpat, Investory; App Enterprise Planating, Investo Mgat, Approval req'd Demand Planating Investory	493_00 545_600 4477400 4477400 4477400 749,900 749,9	95,400 111,300 79,500 190,800 190,800 111,300 114,900 342,100 342,100 342,100 343,100 343,100 343,100	Order Management Store Global Under Promosing Purchasing Investory Optimization Octuand Planning Configurator Supplier Portal	5 5 5 5 5 5	0.60 50,000 3,995 150 600	Order Line Precessor SM COGS Application User SM COGS M COGS Precessor	1,000,000 8 1,700 196 1,700 1,700	5 5 5 8 8	600,000 400,000 510,000 7K1,020 1,275,000 1,020,000 600,000 195,020	250,000 4 200 36 200 200 200	5 5 5 5 5 5 5	150,000 200,000 60,000 141,820 150,000 120,000 35,820
Business Planning Francish Werebouse Peoplessi Supply Chain Max (Price Merric: Bevenue, Bodget Order Managament colore Order Promision Billing Planning Billing Planning Investmy Dornard Planning Investmy Dornard Planning Investmy Product Configurator Supplier Connection citiel Psymen	or Assets) Terretary Order Mpst, Investory; App Enterprise Planating, Investor Mgst, Approval req'd Descand Planating Investory Perchasing or Psymbles Recordables	1912.00 1915	95,400 111,300 79,500 150,800 150,800 142,100 111,300 174,900 342,100 342,100 343,100 343,100 343,100 343,100	Order Managuanem Store Global Order Promoting Purchasing Investory Optimization Derward Planning Configurator Supplier Portal	5 5 5 5 5 5 5	0.60 50,000 300 3,995 750 600 995	Order Line Processor SM COGS Application User SM COGS NM COGS Processor Application User	1,000,000 8 1,700 196 1,700 1,700	5 5 5 8 8	600,000 400,000 510,000 783,020 1,275,000 1,020,000	250,000 4 200 36 200 200	5 5 5 5 5 5 5	150,000 200,000 60,000 141,820 150,000 120,000
Basicse Planning Francish Werbouse Peoplesal Supply Chain Mar (Price Merric: Breene, Bodget Order Managament Science Order Promising Billing Purchasing Huertaning Huertaning Hearing	or Assets) Investory: Application of the Market Statement of the Market State	493_300	95,400 111,300 79,500 150,800 150,800 142,100 111,300 174,900 342,100 342,100 343,100 343,100 343,100 343,100	Order Management Store Global Under Promosing Purchasing Investory Optimization Octuand Planning Configurator Supplier Portal	5 5 5 5 5 5 5	0.60 50,000 300 3,995 750 600 995	Order Line Precessor SM COGS Application User SM COGS M COGS Precessor	1,000,000 8 1,700 196 1,700 1,700 4	5 5 5 5 5 5 5	600,000 400,000 510,000 7K1,020 1,275,000 1,020,000 600,000 195,020	250,000 4 200 36 200 200 200	5 5 5 5 5 5 5	150,000 200,000 60,000 141,820 150,000 120,000 35,820



CONFIDENTIAL ORCL-EDOC-00181150



	Production Migrat	447,400	79.500 أ	I low Manufecturing	S	2,945	Application User	98	S	293,510	18		53,910
Flow Production		632,100		iProcurement	S	5	Purchase Line	100,000	5	50U,000		S	125,000
cProcurement	approval regid.	545,600		Purchasing	5	3,995	Application User	196	S	783,020	36	S	143,K20
Scrvices Procurement		712,400	174,900				**					1	
Cohera Catalog Management System	approval regid	/12/00	1,4,,000						1			1	
Linginecrity	Bills & Routing, Production Mgost, and	498,200	95,400						l			ŀ	
cognicang	Cost Mgmt	545,600	111,300						1				
Bills and Routing	Production Algori, Cost Algori	34JB00	111,500						1				
	L								l				
	Either () Production Mgmt, BHs &	1							l l			ł	
Quality	Routing, Cent Algost or 2) Inventory, or								1			ł	
	3) Purchasing	632 X00	143,100						ı				
	Bills & Routing, Investory, and Cost Mg		159,000						Į				
Production Management		590,400	127,200						ı				
Cost Management	Bills & Routing, Production Mignet	1,0,000							ı				
	BRh & Routing, Production Mgmt, and	1							1			ł	
Production Planning - Basic	Cont Mgmt	673,500	264,200						1				
		1											
a i i ai i i ai i i a a a a a a a a a a	80h & Resting, Production Mgost, and	l										l	
Production Planning - Advanced	Cost Mgms	K55,500	342,100						l.,		200	١.	100,000
	Parchasing, Inventory	447,400	159,000	Collaborative Planning	5	500	2DOD MC	1,700	8	KSOLDOO			
Colleborative Supply Management	(U and when available)	TBD		Sourcing	8	20,000	Application User	9x	8	1,960,000	116	,	160,000
Strategic Sourcing		1.00		Ť				9%	S	293,510	18	S	53,910
Treeding Partner Messagement	(U and when available)	260,600	31,800	Trade Maprit	- 5	2,995	Application User		⊢				
									Į .			l	
Supply Chain Analytics (EPM)	Precequisites / Natations	Und-Sloght		ì					1			1	i
(Price Metric: Revenue, Budget, or Assets)	Frereignstes, narallada	Preduct							1				
(Truce means: Terreina designation			tu onti	Advanced Supply Chain	1.5	1 300	SM COGS	1,700	15	2,550,000	200	S	300,000
Supply Chain Warshouse		228,500	30,000	MENTERCED SUPPLY CHEST	• .,	1,550			Т				
CRM Products-PS & CRM		List-Starte							l	Į.			
Price Metric: Revenue, Budget or Assets except	Prerequisites (Must Liceuse)	Preduct										ŀ	
otherwise peted						£44 mast)	Processor	- и	ts	400,000	4	5	200,000
Support - Enterprise License		THD		iSupport .		30,000	rrocessor		1"	,			
Support - Restricted License, Collections		KK5,600	190,600						ı			1	
Support Upgrade - Restricted License to Unterprise U	icense	0	U					196	L	783,020	36	١s	143,820
Seles		TEU	23×,5UU	TeleSales/Sales Online	2	3,995	Application User	170	١,	140,020		Ι"	
Sales Product Configurator	Sales or Order Capture or Order Captu	588,300	95,400	ŀ					Ι.	979,020	36	s	179,820
Marketing		X52,450	178,950	Marketing	5		Application User	196	١,		36	l's	143,820
		TBD	399,200	Field Service	2	3,995	Application User	196	8	783,020	.50	١,	143,620
FieldService	Metric: Employees	TED	515,850	1						- 1		l	
HelpDesk - Unterprise License		906.000	334,650	ł					ļ	1		l	
HelpDesk - Restricted License, Human Resources	Metric: Employers	าชอ	452,250	1					ł	ì		l	
HelpDesk - Restricted License, Information Technol	(Metre: Englisyers	0000,809	334,650							ì		i	
HelpDesk - Restricted Linease, Projects	Metric: Employees	1 700,000	1 331,110	ł					1			1	
HelpDesk Upgrade - Restricted License to Enterprise	Metre: Employees	1 -	71,550	l					1			l	
Interaction Management		303,150	12,000						1			1	
Support for Customer Self Service	Sepport	50,550		[1			i	
HelpDesk for Employee Self Service	HelpDeds (Metric: Employees)	61,350	22,650	1					1			1	
		1	i	1									
	Due of the following: DSapport, Enterprise. B) Support, Restricted Collections, B)												
	ii) Sepport, Restricted Culterians, iii) HelpDesk, Enterprise, iv) HelpDesk												
CTI inaugurison	ii) Support, Restricted Culterium, iii) HelpDesk, Enterprise, iv) HelpDesk Restricted HR, v) HelpDesk Restricted II, vi)												
CTI (nazgration	ii) Secoust, Restricted Culterium, iii) HelpDesk, Enterprise, iv) HelpDesk Restricted HR, v) HelpDesk Restricted II, vi) HelpDesk, Restricted Projects, vii)												
CTI inseptation	ii) Support, Restricted Culterium, iii) HelpDesk, Esterprise, iv) HelpDesk Restricted HR, v) HelpDesk Amstract II, vi) HelpDesk, Restricted Projects, vi) FieldService, viii) Interaction Management.			Advanced									
CTI (maggration	ii) Secoust, Restricted Culterium, iii) HelpDesk, Enterprise, iv) HelpDesk Restricted HR, v) HelpDesk Restricted II, vi) HelpDesk, Restricted Projects, vii)			Advenced									
CT inappetion	ii) Support, Restricted Culterium, iii) HelpDesk, Esterprise, iv) HelpDesk Restricted HR, v) HelpDesk Amstract II, vi) HelpDesk, Restricted Projects, vi) FieldService, viii) Interaction Management.		3),460	Inbound/Advanced		Qu.S	Workstation	196	s	195,020	36		35,820
	[3] Support, Restricted Calbertimo, [3] Hadphoba, Esterprice, [4] Helpideal Restricted HR, v) Helpideal Restricted IT, v) Hadphob, Breathead Projects, v) Felderwise, all Internation Viscongrament, b) Order Capture, v) Telementating	303,150		Inbound/Advanced Outbound	5		Workstation	196 196			36 36		143,820
UT Inagpotion Mobile Sales (reman)	[3] Support, Restricted Calbertimo, [3] Hadphoba, Esterprice, [4] Helpideal Restricted HR, v) Helpideal Restricted IT, v) Hadphob, Breathead Projects, v) Felderwise, all Internation Viscongrament, b) Order Capture, v) Telementating		59,700	Inbound/Advanced	5 5	3,995	Workstation Application ther Application User		8			5	





		Support Enterprise Ucease or Support						-				
CRM for Financial Service	`	Restricted Collections; Sales, Marketing, Support for Cust-Self Service, Interaction Vanagement	υ	u	CRL Financial Mensyonan	5 249,995	Medule + 0.25/Sobseriber					
CRM für Contranications		Support Enterprise Lieune or Support Besirleted Collections, Sales Product Coaligareous, Support for Crui,Self Str., Order Captors, Order Captors Self-Service; (Il and a hea available)	U		Network Logistics (Network Asset Tracking)	s 249,995	Module + 0.50/Subscriber					
Order Cupture		(U and when available)	KK5,600	190,600]					1	!	
Order Cupture Self Service		(If and when available)	KX5,6XI	140,1400]			196	S 293,020	36	ls .	53,820
Mobile Field Service		Field Service (If and when available)	252,600		Mobile Held Service	5 1,495	Field Technician	130	3 293,020		"	,,,,,,,,,,,
Quality Management		(if and when available)	K52,450	17K,950				i			ļ.	
Online Murketing		Marketing(if and when available)	K52,45U	17K,950						1		
Site Marketing	(product acquired from	Order Capture Self Service(If and others	671,100	119,250	1					1	I	
Configurato:	(product acquired from	Support-Enterprier Licrons or Support- Restricted Licrose, Sales, Order Capture, Order Capture Self Service, Support for Cuctomer Self Service(II and when available)		(14)	Conference	S 150,000	Procesor	4	5 600,000	2	s	300,000
			KKS AUG	190,600	Configurator	5 150,000	Processor .		.,	+	Ĺ	
CRM Analytics (EPM) (Price Metric: Revenue except as noted)			List-Single Product									
Customer Sourceard			297,300	39,600 t59,000	1						Ì	
Customer Behavior Modeli	ng		673,500							1		
CRM Warehouse			673,500	159,000	1					1	ŀ	
Peoplesoft Portals (Price Metric: Revenue, E	Budget or Assets)		List-Single Product									
Unterprise Portal			336,800	79,500	1					}	1	
Pertal Packa (Price Metric: Revenue, i except otherwise noted	Budget, or Assets)	Prerequisites / Netatisas	List-Single Product									
CRM Portal Pack		Entroprise Partal	67,400	15,900	Ì				l	i	1	
L'PM Portal Pack		Entreprise Pertal	67,400	15,900					{	1	l	
Financials Portal Pack		Exterprise Portal	67 ,400	15,900	1				l		I	
HRMS Portxl Pack	(Price Metric: Employ	Enterprise Partol	N9,500	33,100	1				l	1	I	
Supply Chain Portal Pack		Estreprior Portal	67,400	15,900	1				l	1	I	
Enterprise Performance ! (Price Metric: Revenue,		Prerequialtes / Nutations	Ust-Single Product	Uncaprise Warehouse 299,900								



CONFIDENTIAL ORCL-EDOC-00181152



