

Overview and Frequently Asked Questions

■ OVERVIEW

Oracle Acquires 360Commerce

Oracle has acquired 360Commerce, a leading provider of Java-based store and multi-channel retail solutions with marquee retail customer references.

With this acquisition, Oracle plans to deliver on the vision of customer-centric retailing. Oracle and 360Commerce have complementary products with a common focus on supporting our respective customers, which includes many of the most successful retailers in the world. The combination of Oracle and 360Commerce will bring together store solutions, merchandising, supply chain, and optimization solutions from the enterprise to the store. The combination of 360Commerce's products with Oracle's leading database infrastructure and ERP applications is expected to provide a highly integrated solution for the customer insight-driven retail enterprise.

■ CUSTOMER BENEFITS

With this acquisition, 360Commerce and Oracle take a huge step forward in helping retailers focus on what matters most—the customer.

The combination of Oracle and 360Commerce will enable retailers to enhance customer intimacy, improve employee efficiency, and increase product availability to deliver a superior shopping experience at a lower cost of service.

As a result of this combination, retailers will have access to proven best-in-class store systems, multi-channel capabilities, a comprehensive retail enterprise suite, and a store technology infrastructure—all from the same vendor. This is expected to significantly reduce the total cost of ownership while maintaining the flexibility that Java-based point-of-sale solutions have been proven to deliver.

Other retailer benefits are expected to include:

- Compete more effectively by delivering a superior customer shopping experience

- Increase revenue and lower operating costs
- Build brand recognition and differentiate stores
- Benefit from best practices functionality from the world's leading retailers
- Reduce total cost of ownership through integrated solutions certified from one vendor partner

■ PARTNER BENEFITS

The combination of Oracle and 360Commerce is expected to deliver the following benefits to partners:

- For all system integration partners, the combination is expected to expand market opportunities and enable faster and lower-cost solution development.
- For all current 360Commerce partners, your market is expected to be expanded by opening access to Oracle's extensive product portfolio, enabling movement beyond store applications into merchandising and price optimization and other enterprise applications. 360Commerce partners will also gain access to a much larger customer set through Oracle's global marketing and delivery teams and established relationships with hundreds of retail enterprises.
- Existing Oracle Retail partners are expected to find new opportunities to address store applications, forecasted by industry analysts to account for the highest spend in retail over the next few years.

■ FREQUENTLY ASKED QUESTIONS

Product Overview and Product Roadmap

What are store and multi-channel retailing solutions?

Store and multi-channel retailing solutions refer to a class of solutions that retailers use at corporate, in the back office of the store, and at the checkout counter to improve channel operations and effectively serve their customers.

What products does 360Commerce currently develop and support?

360Commerce currently offers:

- Cross-channel and mobile Point-of-Sale to enable retailers to provide better customer service
- Cross-channel, proactive Returns Management so retailers can reduce fraud without losing customers
- Browser-based Back Office and Inventory Management so retailers can manage their stores and inventory assets in real time and from anywhere
- Browser-based Central Office so retailers can manage their multiple channels with a real-time centralized view
- Browser-based Workforce Management so retailers can ensure optimal customer service at the lowest possible cost

What is the current plan for the 360Commerce suite of solutions?

360Commerce solutions are expected to extend Oracle Retail's store and multi-channel retailing offering. 360Commerce solutions are expected to be integrated with Oracle Retail's solutions and we will take a huge step forward in realizing the vision of customer-centric retailing.

Like Oracle Retail's other solutions, we intend to offer 360Commerce solutions as both stand-alone applications as well as part of an integrated suite of applications.

We are in the early stages of the design process for integration post-closing and will communicate our release plan as soon as possible. Key integration points under evaluation include:

- 360Commerce transaction solutions with Oracle Retail's *Agile Supply Chain* solutions
- 360Commerce central office solutions with Oracle Retail's *Insight-Driven Enterprise* solutions
- 360Commerce store employee solutions with Oracle Retail's *High Performance Operations* solutions

360Commerce solutions are open and standards-based, and run on many different platforms. Will this be changing given that Oracle has its own middleware products?

No. Oracle appreciates the fact that in the store there are many different technologies that need to come together in order to deliver a superior shopping experience for the consumer. We want to help retailers honor the important relationship with the consumer, lower the total cost of technology ownership and make it easy to deploy. We will do that by continuing to support retail-relevant standards in the store. Flexibility in how store technology is deployed is an important buying criteria for retailers and we will continue to deliver products in the store that adhere to that principle.

■ BUSINESS CONTINUITY

Can I still purchase 360Commerce products?

Yes. Please contact your 360Commerce sales representative to assist you, or visit www.360Commerce.com for contact information.

Should 360Commerce customers continue to call the 360Commerce Support Center?

Yes. 360Commerce customers will continue to receive support and services from 360Commerce, and should continue to use existing 360Commerce contacts for support, professional services, and sales to address immediate and ongoing needs. We will communicate all changes and transitions well in advance through these familiar channels.

Should 360Commerce customers continue to contact their 360Commerce sales representative?

Yes. Until further advised, customers should continue to rely on existing relationships.

Will training on 360Commerce products continue?

Yes. We currently plan to combine the 360Commerce education program with Oracle University. We want to ensure that our customers' software provides the best possible service for their organizations, and we know excellent training is critical to reach that goal.

Will existing 360Commerce customer contracts be honored?

Yes. Oracle intends to honor the terms and conditions of existing 360Commerce contracts.

What is the purchase price?

The terms are confidential and will not be publicly disclosed.

■ BUSINESS CONTINUITY CONTINUED

Will the 360Commerce leadership and employees be retained?

Yes. The goal of this combination is to complement the offerings of the Oracle and Oracle Retail family of solutions with the 360Commerce leadership, development, sales, marketing, and services teams.

What will happen to the 360Commerce user group and user conference?

It is currently expected that the 360Commerce user group conference will be held as usual in Austin, Texas, September 17-19, 2006. All customers running 360Commerce and Oracle's store system solutions, as well as retailers considering new store systems technology investments will be invited to attend. More details about the conference and how to sign up will be available shortly.

What happens next?

The transaction was completed on January 17, 2006. A series of communications will take place to inform you of next steps from support plans to future product roadmaps. Please visit 360Commerce.com and/or oracle.com/360commerce for up to date information on the transaction and integration.

The above is for informational purposes and may not be incorporated into a contract.