

## Frequently Asked Questions



### Cimmetry Reseller Partner

As a result of its acquisition of Agile, Oracle has also acquired Cimmetry Systems, makers of AutoVue software. AutoVue solutions deliver native document viewing, markup, and real-time collaboration capabilities that streamline the information flow and collaborative processes across the global enterprise. AutoVue solutions help organizations in a variety of industries, including Industrial Manufacturing, Electronics & High Tech, Engineering and Construction, Aerospace and Defense, Automotive, and Oil & Gas streamline visualization and collaboration across the global enterprise, improving productivity, reducing errors, and accelerating innovation and time to market.

AutoVue adds enterprise visualization solutions to the Oracle product offering, delivering leading applications that connect documents and people across the global enterprise. AutoVue solutions continue to be sold through existing Cimmetry partners and the usual AutoVue sales channels.

## OVERVIEW

### Why are the Cimmetry AutoVue products important to Oracle and our customer base?

Oracle's Cimmetry AutoVue enterprise visualization solutions enable organizations across all industries to address the challenges of accessing, reviewing and collaborating on documents both internally and with global supply chain partners. AutoVue enterprise visualization solutions enable web-based document review, digital annotation and real-time collaboration on hundreds of document types, without compromising security or precision.

### How is this acquisition expected to benefit Cimmetry and Oracle partners?

Partners are essential to Oracle's economy and growth strategy. Oracle is committed to your success and the satisfaction and retention of your customers. Oracle's partners' foundation for success is the Oracle PartnerNetwork (OPN), a worldwide ecosystem of more than 19,500 partners, a management portal, a network of interaction centers for partner support, and a global business program. Through partnership with Oracle, you will have the opportunity to gain access to

Oracle's premier products coupled with education, technical services, and go-to-market engagements.

In addition, Oracle expects our partners to realize the following benefits:

- Broaden existing ISV and developer partnerships, and an opportunity to establish new partnerships to complete an end-to-end solution footprint for product lifecycle management
- System integrators and partners specializing in product lifecycle management will have the opportunity to provide world-class solutions to customers across multiple industries
- Benefit from Oracle's worldwide resources and partner investment
- Preserve partners' investments and experience with Cimmetry
- Benefit from the complementary solutions that provide an opportunity to increase business value and drive down cost of ownership throughout an integrated, standards-based enterprise software stack.

### Will Oracle continue to invest in and support the products?

Yes, Oracle will continue to invest in and support the AutoVue enterprise visualizations solutions. AutoVue Training programs will be available through Oracle University to better serve and support the AutoVue customer base.

### Will Cimmetry partners be able to sell Oracle's products?

For now, Cimmetry partners will continue to operate off of their existing Cimmetry partner contracts until we transition Cimmetry partners to Oracle PartnerNetwork. We will notify all Cimmetry partners before the transition begins. After the transition to Oracle PartnerNetwork has occurred, Cimmetry partners will be able to sell Oracle's products along with the Cimmetry products.

### What are the plans for the AutoVue product moving forward?

The Cimmetry AutoVue products are now part of Oracle's E-Business Suite applications family of products. Oracle plans to continue to invest in and support AutoVue enterprise visualization solutions going forward. Oracle intends to continue selling AutoVue through the usual channels, direct sales, VAR partners and ISV partners.

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### **If I am a current member of the Cimmetry Partner Program and a member of Oracle PartnerNetwork, will my Cimmetry Partner Agreement, addendums, and/or contracts continue to be honored?**

Yes. To provide for a smooth transition, Oracle's current intent is for existing Cimmetry partner contracts to remain in effect until we transition Cimmetry partners to Oracle PartnerNetwork. Your existing Cimmetry contracts for support, professional services, and sales remain the same. As contract information changes, we will communicate these changes through normal channels.

### **Does Oracle plan to combine the Cimmetry Partner Program and Oracle PartnerNetwork? If so, when will the integration of the programs be complete?**

Yes. In CY08 Oracle plans to offer partners in the Cimmetry Partner Program the opportunity to expand the breadth and scope of products and solutions available to them by combining the two programs under a single, best-of-breed partner program, Oracle PartnerNetwork.

### **How will Oracle partners support Cimmetry throughout the integration and beyond?**

Oracle is deeply committed to your success. The message for Cimmetry partners today is one of continuity – business as usual. Every effort is being made to help ensure that your business continues uninterrupted through the transitional period. Cimmetry partners will continue to receive support through their existing contacts until further notice. We will communicate all changes and transitions in advance through these familiar channels.

### **How will Oracle continue to support and broaden relationships with Cimmetry partners?**

Oracle plans to continue to:

- Continue to provide support to VAR partners and grow relationships
- Accelerate go-to-market capabilities with Cimmetry's partners
- Offer opportunities to leverage Oracle applications and technology for incremental growth
- Provide access to Oracle PartnerNetwork and make Cimmetry specific sales and technical tools available to Cimmetry partners
- Enable Cimmetry partners to grow their business to include other Oracle products through membership in OPN

### **How do Cimmetry partners learn more about partnering with Oracle?**

The Oracle PartnerNetwork (OPN) portal is the best source of information about partnering with Oracle. To contact an Oracle PartnerNetwork representative directly, please go to [partner.oracle.com](http://partner.oracle.com) and click on "Contact Us". Also, watch the OPN Portal for upcoming partner news and featured training announcements.

### **My company is an existing member of the Oracle PartnerNetwork. Can I now gain access to Cimmetry-related program benefits and information?**

Until the transition is complete, partners must have current membership in the Cimmetry Partner Program to access associated Cimmetry benefits and information. It is our intention to integrate the Cimmetry Partner Program into Oracle PartnerNetwork to form a single, global program, to be branded Oracle PartnerNetwork. All benefits and resources will be available to partners through Oracle PartnerNetwork.

## OPPORTUNITIES FOR PARTNERS

### **What does this combination mean to Reseller and VAR partners?**

The combination of Oracle and Cimmetry delivers a more complete set of applications and technology available for reselling.

## PARTNER PROGRAM MEMBERSHIP AND BENEFITS

### **Will Cimmetry Reseller Partners be invited to join Oracle PartnerNetwork?**

Cimmetry resellers will be invited to join Oracle PartnerNetwork. With the integration of the Cimmetry Partner Program into Oracle PartnerNetwork (OPN), partners that are not currently enrolled in OPN will receive a letter of invitation and welcome kit, to guide them through the process to join OPN. For more information on Oracle PartnerNetwork or to join Oracle PartnerNetwork, partners should contact their local Oracle PartnerNetwork Interaction Center. Contact information can be found by clicking on the "Contact Us" tab on the Oracle PartnerNetwork portal at [partner.oracle.com](http://partner.oracle.com).

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### **Can a Cimmetry partner join Oracle PartnerNetwork before the integration of the two programs?**

Yes, Cimmetry partners may join Oracle PartnerNetwork independent of their membership in the Cimmetry Partner Program. However, specific Cimmetry content will not be available through OPN until after the two programs are integrated. OPN partners who have an appropriate FUDA addendum will be able to resell Cimmetry products, available on the E-Business Suite price list. In order to join the Oracle PartnerNetwork program, partners should contact their local Oracle PartnerNetwork Interaction Center (OIC). Specific OIC contact information can be found by clicking on the “Contact Us” tab on the Oracle PartnerNetwork portal at [partner.oracle.com](http://partner.oracle.com).

### **What is the Oracle PartnerNetwork program fee structure? Is it the same globally?**

The Oracle PartnerNetwork global annual membership fee is US\$1995 (plus any applicable taxes). Fee structures for the combined programs are currently under review in light of what the newly combined program will deliver.

### **Will Cimmetry partners receive Oracle software discounts?**

Cimmetry partners may continue to transact business for Cimmetry products through their existing and current Cimmetry agreements using standard Cimmetry partner price lists and systems until notified otherwise. Upon joining Oracle PartnerNetwork, Cimmetry partners will be eligible for the same discounts that all Oracle PartnerNetwork members currently receive.

## PARTNER AGREEMENTS, LICENSING, PRICING, AND SALES TRANSACTIONS

### **Will Oracle honor my Cimmetry partner agreement terms and conditions and accept future orders against such agreement?**

Oracle intends to continue to honor the Cimmetry Partner Program agreements and contracts until Oracle transitions the Partner Program to Oracle PartnerNetwork and supporting Oracle agreements and contracts (‘transition period’). Assuming Cimmetry’s standard partner agreement is in place, Oracle will honor the terms and conditions of the Cimmetry

partner agreements during the transition period. Oracle will review orders placed against the Cimmetry partner agreements through the transition period and will attempt to minimize changes to the existing Cimmetry agreements and orders. Upon transitioning to the Oracle PartnerNetwork, Oracle agreements and contracts will be used.

### **How long will Oracle honor my Cimmetry partner agreement and corresponding software and education discount structures?**

Oracle intends to continue to honor the Cimmetry Partner Program agreements and contracts until Oracle transitions the Cimmetry Partner Program to the Oracle PartnerNetwork and supporting agreements and contracts. Oracle is currently reviewing the Cimmetry agreements and will communicate timing and plans for transition to Oracle PartnerNetwork agreements when available. In the interim, all Cimmetry partners with current agreements may continue to enjoy their full Cimmetry partner benefits through the standard Cimmetry channels.

### **If I am a current Cimmetry partner and a member of Oracle PartnerNetwork, will my Cimmetry contracts and partner program agreement continue to be honored?**

Oracle intends to continue to honor the Cimmetry Alliance Program agreements and contracts until we make Cimmetry products available for sale via Oracle PartnerNetwork and Oracle’s supporting agreements/contracts. Cimmetry partners will continue operating under the terms of their current Cimmetry and OPN agreements for each companies’ respective products. Oracle is currently reviewing the Cimmetry agreements and will communicate timing and plans for transition to Oracle PartnerNetwork agreements when available.

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### **Will Cimmetry resellers continue to sell concurrent licenses?**

No. As of October 1, 2007, the concurrent pricing and licensing model will no longer be available, consistent with the Oracle applications licensing model. Please leverage Named User pricing and licensing for all AutoVue products, both Desktop and Web Editions. For any in progress concurrent deals, please work with your Cimmetry Systems account manager to determine the appropriate course of action. A communication, serving as thirty (30) days prior notice of this change in business practice, was sent to all Cimmetry VAR partners on September 24, 2007; however, we recommend that you stop selling concurrent licenses immediately.

### **What will happen to Cimmetry partner margins?**

For now, it's business as usual. Existing partner margins will remain in effect for Cimmetry partners operating under current Cimmetry agreements.

### **Will effective street pricing continue to be in Euros or will US \$ pricing be available?**

Prior to partners' transition to Oracle PartnerNetwork, the message is business as usual as per their existing contracts and price lists relevant for their regions. After the transition to OPN is complete, quotes may be submitted according to Oracle localizable price lists and Oracle's standard exchange rates.

## ORDERING

### **How will ordering will be managed?**

During the transition period, orders are to be placed using the existing standard Cimmetry ordering documents and processes. Once the integration of the companies has occurred, the processes will be integrated within Oracle's standard operating framework, and communicated to all partners.

### **Can our customers still obtain evaluation copies of AutoVue and Not for Resale licenses from Cimmetry directly?**

No. With the implementation of the new electronic delivery process for our software products, AutoVue evaluation copies, as well as Not for Resale (NFR) licenses, will no longer be available from Cimmetry. Your customers who wish to evaluate the capabilities of AutoVue may do so by accepting

the License terms and export restrictions described in Oracle's Electronic Delivery Trial License Agreement, and downloading the program for trial use at <http://edelivery.oracle.com>. Customers have 30 days from the date of acceptance of the Agreement's terms and conditions to evaluate the software. The same procedure applies for Not for Resale licenses.

Customers who wish to continue using the program after the end of the trial term must obtain a license from Oracle or an Oracle partner for the use of the software. If customers do not obtain a Program use license at the end of the trial term, they shall cease using AutoVue, and certify to Oracle that they have destroyed or returned the program to Oracle.

Please continue to inform your Cimmetry Account Manager of software evaluations conducted by customers.

## SUPPORT

### **What is the process for software delivery?**

As of October 1, 2007, all electronic distribution of full product downloads for all AutoVue products are part of Oracle's Electronic Product Delivery (EPD).

Customers will not need logins or passwords to access the Oracle EPD site. Customers will continue to use the existing AutoVue support channels for hot fixes and patches, until further notification.

To access EPD, please visit <http://edelivery.oracle.com>. For questions regarding the EPD process, please visit the edelivery website for a list of available resources to assist you, or email us at [edelivery\\_ww@oracle.com](mailto:edelivery_ww@oracle.com). For additional information, you may also reference the Frequently Asked Questions document on the electronic delivery website.

### **How will support for Cimmetry products be provided to partners once the companies have been integrated?**

The combined companies are working to combine the best practices and activities of both world-class organizations while leveraging the power and reach of Oracle's infrastructure to deliver the most optimal support experience for you and your customers.

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The intent is to provide similar benefits to partners working with Cimmetry products as current Oracle PartnerNetwork members receive for Oracle products. Upon becoming an Oracle PartnerNetwork member, partners have access to the many support related benefits of the program, including software updates, the ability to log support service requests (depending on the partner's level in the program), the opportunity to purchase additional support at pricing which reflects your role as a partner, as well as access to the Oracle MetaLink repository of online technical libraries, discussion forums, and other valuable support resources.

For the immediate future, customer and partners should engage with support as you had previously. This includes the same access, phone numbers, and systems. Shortly, you will be receiving additional information about any modifications to that process which will be the result of the combined operations.

### EDUCATION AND ENABLEMENT

#### **Can Cimmetry partners take advantage of Oracle University courses?**

As soon as partners join Oracle PartnerNetwork, they will be able to access Oracle University content and courses at the same discounts our current OPN members enjoy today.

#### **Will Cimmetry partners receive discounts on Oracle classroom training and online courses?**

Cimmetry partners will begin to have access to Oracle PartnerNetwork educational benefits once their OPN membership has been activated. As members of Oracle PartnerNetwork, they will be able to access Oracle University content and courses at the same discounts our current OPN members enjoy today.

#### **Can Oracle partners take Cimmetry classes through Oracle University?**

Oracle University (OU) intends to integrate Cimmetry classes into its curriculum. Cimmetry instructor led classes (both online and classroom based) will become part of the OU schedule and Oracle partners may apply their OPN education discount to these courses at that time. When the Cimmetry online content is available in the Oracle University Online Library, all members of the Oracle PartnerNetwork program may access it at no cost as part of their membership benefits. We will announce availability of the Cimmetry courses on the OPN portal and newsletters.

#### **How do Cimmetry partners provide AutoVue training to our customers?**

Cimmetry partners should encourage their customers to take the training available from Oracle University. Partners may also create their own value added offering for training and deliver this to their customers. The materials should be created from product documentation by the partners' employees. Note that any courses not taught directly by Oracle University will not count toward any sort of industry certification offered by Oracle University.

### GO TO MARKET

#### **Should Cimmetry partners put their current marketing projects on hold?**

No, it's business as usual.

#### **What will become of the co-op marketing benefit for Cimmetry reseller partners conducting approved marketing activities?**

Oracle is currently evaluating the co-op marketing benefit and will communicate future direction as soon as information becomes available.

### MORE INFORMATION

#### **How do Cimmetry partners engage with Oracle?**

Cimmetry partners should continue to work through their existing account managers.

#### **How do partners contact an Oracle PartnerNetwork representative in their respective countries?**

The local Oracle PartnerNetwork Interaction Center representative is always available to assist partners. By clicking on the "Contact Us" tab on the Oracle PartnerNetwork portal, partners easily access local phone and email contact information.