
Overview and Frequently Asked Questions

Overview

Oracle Buys Document Capture Leader Captivation Extends Oracle's Industry-leading Enterprise Content Management Solution.

Oracle has acquired Captivation, a leading provider of document capture solutions, a key part of Enterprise Content Management (ECM). With the addition of Captivation, Oracle expects to extend its comprehensive and integrated solution for ECM with transactional content processing. The acquisition closed on February 11, 2008.

Global businesses are increasingly subject to regulatory requirements that require processes to be documented and auditable, while at the same time facing pressure to reduce costs and improve operating margins. Paper—integral to key business processes such as Order to Cash and Procure to Pay—hinders the process automation that is needed for both efficiency and compliance.

Captivation provides products that streamline the process of capturing mission-critical content for access from within business applications and processes. Its products are expected to be a core component of Oracle's Enterprise Content Management solution, part of the Oracle Fusion Middleware product family, which provides comprehensive capabilities for managing dynamic, transactional and historical content. The combined offering is expected to provide customers with an integrated and automated solution for overall transactional content management that will reduce costs, streamline critical business processes and simplify regulatory compliance through document retention and auditability.

By adding document capture to its leading content management, process automation and back office applications, Oracle will be the only vendor that can provide customers with a fully integrated solution for automating back office operations.

Frequently Asked Questions

Product Overview and Strategy

What products does Captovation currently develop and support?

Captovation is a provider of document capture solutions that capture in-bound transactional content such as physical paper, electronic faxes and email. Its flagship offering, Captovation Capture, provides a comprehensive set of scalable, full-featured document capture modules that provides organizations the ability to capture, index and archive unstructured enterprise content. Captovation provides production scanning capabilities for high-volume mail-room scanning environments as well as distributed and web-based capture capabilities for more ad-hoc scanning requirements.

Captovation also provides a Check Capture product that enables financial institutions to capture checks at their earliest point of presentment, encode them and output them using industry standard formats, and transfer the information electronically to a check clearing house or paying bank.

Captovation is integrated with Oracle Imaging and Process Management, Oracle Universal Content Management as well as with products from other ECM vendors.

How is this acquisition expected to impact on-going development of Captovation solutions?

Oracle plans to support and protect customers' investments in Captovation products. Research and development investments in Captovation solutions are expected to increase after the closing as it will then be able to share in Oracle's \$2 billion R&D budget.

What is Oracle's ECM offering and how does Captovation fit into Oracle's overall ECM strategy?

Oracle provides solutions for all aspects of ECM—from web content and document management, to archiving and imaging, to records and retention management—in a highly integrated suite of products. Oracle is committed to expanding its leadership in the ECM segment by creating the most complete, integrated, usable, manageable and hot pluggable content management platform through organic growth and intelligent acquisitions.

Oracle's vision for document capture, which is a key part of ECM, is to include it as an integrated component of the Oracle Enterprise Content Management solution. Combining Captovation with Oracle Imaging and Process Management, Oracle BPEL Process Manager and applications such as Oracle E-Business Suite, PeopleSoft and JD Edwards will allow Oracle to provide complete solutions for automating business processes. These processes, such as Procure to Pay and Order to Cash, would otherwise require a manual component or a third-party document scanning product.

By adding Captovation to its content management, process automation and back office applications, Oracle will be the only vendor that can provide customers with a fully integrated solution for automating back office operations.

Will Oracle continue to support customers running Captovation solutions with non-Oracle content management systems?

Oracle plans to continue to support Captovation product integrations with other document management systems to serve customer needs.

Will Oracle continue to support customers running other document capture solutions with Oracle's products for ECM?

Oracle plans to continue to support customers who choose to use third-party document capture solutions with Oracle's Enterprise Content Management products.

How compatible are Captovation products with Oracle's products?

Captovation and Oracle solutions are highly compatible – Captovation already has demonstrated success with hundreds of Oracle customers. Captovation's complementary set of document capture solutions are integrated today with Oracle Imaging and Process Management and Oracle Universal Content Management.

How does Oracle plan to maintain Captovation's industry and domain expertise?

The goal of the combination is to complement Oracle's solution for ECM. Captovation brings significant domain expertise in the area

of document capture. Captovation management and employees will be an integral part of the ECM business within Oracle for the combined companies.

Customers and Partners

How is the combination of Oracle and Captovation expected to benefit Captovation customers?

Captovation customers are expected to benefit from this transaction in a number of ways:

- Increased R&D investment in Captovation products
- Investment protection, extension and enhancements as Captovation and Oracle implement plans to provide better integration of their complementary solutions
- Access to Oracle's global support and services organizations

How will customers' investments in Captovation solutions be protected by Oracle?

Oracle intends to continue to enhance standalone Captovation products and also integrate them into the Oracle Enterprise Content Management software portfolio.

As an Oracle customer, how can I benefit from Captovation products? What capabilities will I gain?

Oracle customers are expected to benefit from a fully integrated solution for transactional content management that will help them reduce costs, streamline critical business processes and simplify regulatory compliance. Specifically, the combined solutions will help customers:

- **Manage documents throughout their lifecycle:** combining Captovation's products with Oracle's Enterprise Content Management products will enable companies to deploy a streamlined content management solution that manages documents from capture to destruction
- **Automate back office operations:** Captovation products are broadly applicable to Oracle E-Business Suite, PeopleSoft and JD Edwards customers who need to be able to capture paper, faxes and email attachments in support of key business processes like Order to Cash and Procure to Pay

- **Meet regulatory compliance requirements:** by automating a full range of critical business documents and processes, the combined solution will help businesses create the audit trail necessary for compliance.

How is the combination of Captovation and Oracle expected to benefit partners?

Oracle and Captovation partners are expected to benefit from working with a single vendor to address customer needs for document capture and management of enterprise content. In addition:

- Oracle partners, especially those with experience in Oracle Enterprise Content Management deployments, are expected to benefit by leveraging Captovation's document capture solutions, which seamlessly integrate with Oracle's Enterprise Content Management solution, into new business opportunities
- Captovation's partners are expected to benefit from Oracle's increased support and investment in Captovation and Oracle Enterprise Content Management products, worldwide resources and partner ecosystem, and expanded opportunities to partner
- Both companies' partners are also expected to benefit from being able to offer customers a fully integrated document capture, ECM, and process automation solution for streamlining key processes within an enterprise.

How will Oracle continue to support and broaden relationships with Captovation partners?

We expect business to continue as usual for Captovation partners. To provide for a smooth transition, existing Captovation partner contracts for support, professional services, and sales are expected to remain in effect until they expire or until further notice. As contact information changes, we will communicate these changes through normal channels. Captovation management will be reaching out to Captovation partners to answer any questions. Partners may also use their current Oracle channels for support to answer any questions.

Partners are essential to Oracle's economic and growth strategy. In addition to increased product support and investment, Captovation partners are expected to benefit from OraclePartnerNetwork, our global world-class partner program, which provides access to a broader portfolio of solutions, comprehensive resources to support partner business and opportunities for growth with Oracle.

How is this acquisition expected to impact any existing project, deployment, or services engagements?

It is not expected that this transaction will impact any existing project, deployment or services engagement.

How will Oracle provide for a smooth integration of the two companies?

Oracle is very focused on customer satisfaction and plans to provide for a smooth transition without customer disruption. We are experienced with integrating companies quickly and efficiently. Oracle will provide dedicated personnel from key functional areas for integration and utilize proven templates and processes for repeatable success in integration. In addition, we will communicate regularly throughout this process to keep our customers and employees well informed.

Business Continuity

Can I still purchase Captovation products?

Yes. Please contact your existing Captovation sales representative to assist you, or visit captovation.com for contact information.

Should Captovation customers continue to call Captovation customer support?

Yes. Captovation customers should continue to use existing Captovation 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 Captovation customers continue to contact their Captovation sales representative?

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

Will training on Captovation products continue?

Yes. We plan to combine the Captovation 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 the Captovation leadership and employees be retained?

The goal of this combination is to complement the offerings of Oracle. The acquisition of Captovation demonstrates Oracle's commitment to transactional content management and ECM. Captovation employees have significant domain expertise in transactional content management and will be an integral part of the ECM business within Oracle for the combined companies.

What is the acquisition integration timeline?

We will communicate any updates on future integration plans to customers when they become available.

Where can I find out more information about the Oracle and Captovation combination?

For more information, please visit oracle.com/captovation

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