

Frequently Asked Questions



Hyperion Partner Overview

Oracle has acquired Hyperion, a leading provider of performance management software. The transaction extends Oracle's business intelligence capabilities to offer the most comprehensive system for enterprise performance management.

A year ago, Oracle significantly reoriented our business intelligence product suite, shifting our focus from offering a solution that works for Oracle-only environments towards offering a best-of-breed business intelligence product family that will work with heterogeneous information sources in an enterprise, both Oracle and non-Oracle. We introduced a new product family called Oracle Business Intelligence Enterprise Edition. This integrated suite includes Business Intelligence Tools, Oracle Business Intelligence Applications, and Oracle Data Integrator.

The acquisition of Hyperion extends our business intelligence product strategy. Customers are increasingly using performance management and business intelligence together. Hyperion provides best-in-class performance management software to over 12,000 customers worldwide, including 91 of the Fortune 100. Hyperion will add complementary products to Oracle's business intelligence offerings including a leading open enterprise planning system, financial consolidation products, and a powerful multi-source OLAP server. Coupled with Oracle's BI tools and pre-packaged analytic applications, the combination redefines business intelligence and performance management by providing the first integrated, end-to-end Enterprise Performance Management System that spans planning, consolidation, operational analytic applications, BI tools, reporting, and data integration, all on a unified BI platform.

How is this acquisition expected to benefit Hyperion 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 partners know that their foundation for success with Oracle is the Oracle PartnerNetwork (OPN), a worldwide ecosystem of more than 19,000 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.

How will Oracle support Hyperion partners throughout the integration and beyond?

Oracle is deeply committed to your success. The message for Hyperion 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. Hyperion partners will continue to receive support through their existing contacts until further notice. We will communicate all changes and transitions occurring in advance through these familiar channels.

How do Hyperion 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 and click on "Contact Us". Also, watch the OPN Portal for upcoming partner news and featured training announcements.

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

The message for all partners is business as usual. It is expected that this transaction will not impact any existing project, deployment, or services engagement.

OPPORTUNITIES FOR PARTNERS

What does the combination of Hyperion and Oracle mean to consulting partners?

With this combination, consulting partners will complement and expand existing practices, deepen and broaden enterprise software capabilities and extend industry reach, enabling them to better serve their clients. Consulting partners are also expected to achieve greater efficiencies by combining practices, enabling them to focus on delivering value added services to their clients.

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What does the combination of Hyperion and Oracle mean to Reseller partners?

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

What does the combination of Hyperion and Oracle mean to software partners?

Hyperion enhances and expands the Oracle business intelligence footprint significantly. For Hyperion software partners that have not previously worked with Oracle, an entirely new applications and technology ecosystem becomes available to them. This will not only increase the potential for incremental sales significantly, but also offers these software partners a whole array of tools and programs designed to become enabled on market leading technology which can take cost and risk out of their existing development cycle. For existing Oracle ISVs who have not worked with Hyperion previously, this creates an opportunity to add another robust product line to their partner offerings, enabling the ISV to engage with Oracle around more sales opportunities.

What does the combination of Hyperion and Oracle mean to OEM partners?

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

What does the combination of Hyperion and Oracle mean to platform partners?

Platform partners will benefit from consolidation of resources and optimization of a broader product portfolio against their product lines, enabling them to provide greater value to their business, their customers, and the industry.

How will Oracle communicate to Hyperion partners?

As we begin the transition to Oracle PartnerNetwork, partners may expect to receive communications from Oracle PartnerNetwork.

PARTNER PROGRAM MEMBERSHIP, FEES AND BENEFITS

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

Yes. Oracle will offer partners in the Hyperion Global 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. You may expect to receive communications from Oracle PartnerNetwork shortly, outlining the transition process for partners into the blended global partner program, OPN.

If a partner belongs to the Hyperion Global Partner Program, do they also need to join Oracle PartnerNetwork?

Yes. With the integration of the Hyperion Global Partner Program into Oracle PartnerNetwork, partners that are not currently enrolled in OPN will receive a welcome kit guiding 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.

Can a Hyperion partner join the Oracle PartnerNetwork before the integration of the two programs?

Yes, the integration of the Hyperion and Oracle partner programs is actually occurring now. Hyperion partners may join the Oracle PartnerNetwork (OPN) upon receipt of their welcome kit from OPN. In order to join the Oracle PartnerNetwork program, partners should contact their local Oracle PartnerNetwork Interaction Center (IC). Specific IC contact information can be found by clicking on the “Contact Us” tab on the Oracle PartnerNetwork portal at partner.oracle.com.

What happens if my company has partnerships with Oracle competitors?

Oracle fully supports your right to partner with our competitors while partnering with us through the Oracle PartnerNetwork. Many members of our global partner ecosystem also have relationships with our competitors.

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What is Oracle's view on maintaining partner relationships with small boutique consultancies?

Oracle has many relationships across all regions with small boutique consultancies and these relationships will continue to be important to our business.

If a Partner has an open (unpaid) Hyperion Global Partner Program fee invoice are they obligated to pay?

Partners who have received an invoice indicating they have program fees due to Hyperion must pay these fees in order to retain access to Hyperion partner program benefits through the transition.

If the partner elects not to pay these fees:

- Partner must clear their nonpayment status by formally terminating their existing Hyperion contract. Please send an official termination letter to Dave Mira at the Santa Clara office (5450 Great America Parkway, Santa Clara, CA 95054);
- Partner will be ineligible to receive any benefits of the Hyperion Global Partner Program (i.e. access to Partner Connections, use of the Partner Training Credit, use of the Co-operative Marketing Program, application of the Training Discount, etc.)

If the partner pays the fees:

- Partner will continue to enjoy their Hyperion Partner Program benefits until the expiration of the program benefits on December 31, 2007.

Can a Hyperion partner, with current program fees, receive a credit from Hyperion for Hyperion Partner Program fees to be applied to OPN membership fees or a refund of fees paid to Hyperion for any unused fees?

The Hyperion Global Partner Program has been extended to December 31, 2007 to allow Hyperion partners with current fees to continue to enjoy their program benefits throughout the transition to OPN. As of December 31, 2007, any remaining balance of the partner's program fees will not be refunded nor will the balance be applied to OPN membership fees.

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.

Do Hyperion partners receive Oracle software discounts?

Hyperion partners may continue to transact business for Hyperion products under existing pricing and discount structures through their existing and current Hyperion agreements using current Hyperion partner price lists and systems until their agreements are terminated and they join Oracle PartnerNetwork. Upon joining Oracle PartnerNetwork, Hyperion partners will be eligible for the same discounts that all Oracle PartnerNetwork members currently receive.

Will there be a combined Oracle PartnerNetwork portal for Hyperion and Oracle users?

Our goal is to service all of our partners through the Oracle PartnerNetwork portal. Throughout the transition, Hyperion partners may continue to access their benefits through the Hyperion partner website.

Can a partner still order the latest version of the partner demo drives?

No, going forward, the partner demo drives will no longer be distributed or supported. As of July 1, 2007 the Demo support hotline number was also decommissioned.

How will partners access Hyperion products and resources when they join Oracle PartnerNetwork?

All Hyperion partners will be automatically enrolled in the OPN Business Intelligence Technology Product Focus Area, your primary source of product information, development, support, marketing, and educational resources for success. If your business is built around the Hyperion Financial Performance Management products, you should also apply to join the OPN Business Intelligence Applications Product Focus Area.

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How do Hyperion partners connect with existing Oracle PartnerNetwork members offering complementary solutions and services?

Hyperion partners can connect with existing Oracle PartnerNetwork members by leveraging the Oracle PartnerNetwork Solutions Catalog, a comprehensive global directory of partner solutions and services, used by partners, customers, and Oracle sales to identify and connect with Oracle PartnerNetwork community members. The Oracle PartnerNetwork Solutions Catalog can be found at Oracle.com/partnerships.

PARTNER AGREEMENTS, LICENSING, PRICING, AND SALES TRANSACTIONS

How long will Oracle operate under my Hyperion partner agreement and corresponding software and education discount structures?

Oracle has reviewed the Hyperion agreements and is ready to begin communication of plans for transition to Oracle PartnerNetwork agreements. During the weeks ahead, you may expect to receive a series of communications from Oracle outlining the process for transition to OPN and for terminating your Hyperion partner agreement.

How will Hyperion partner agreements be terminated?

Partners may expect to receive a notification from Oracle legal within the next several months, notifying them of our intent to terminate their agreement with Hyperion.

When the Hyperion partner agreement is terminated, will access to the Hyperion Partner Program benefits be terminated?

Once a partner terminates their Hyperion Partner agreement, regardless of whether they join OPN or not, access to the Hyperion Partner Program benefits is also terminated.

If a Hyperion partner joins Oracle PartnerNetwork, will they continue to have access to Hyperion partner program benefits as well?

Partners will have access to their Hyperion partner program benefits until they terminate their Hyperion partner agreement.

Can a legacy Hyperion partner resell Oracle products?

In order to resell Oracle products, a partner must execute the OPN agreement and the appropriate Oracle distribution agreement. You may look forward to receiving communications from Oracle PartnerNetwork in the upcoming weeks to guide you through the process to join OPN.

What is the plan for the Hyperion Partner Advisory Council (PAC)?

While the Hyperion PAC will not be continued, each Oracle Alliances & Channels regional organization hosts their own Partner Advisory Councils, by invitation, around focused areas of mutual strategic interest

Is the SolutionsNet Program going to be migrated to OPN?

The partners who participated in the SolutionsNet Program will be able to take advantage of showcasing their solutions in three different opportunities.

1. Application Integration Initiative: SolutionsNet partners will be able to take advantage of Oracle's Application Integration Initiative. As a member of the Application Integration Architecture for Partners Initiative, partners will have access to a variety of tools and resources, including integration design guides and best practices, product specific "how-to" guides, training, integration design review and development assistance. Initiative members are also able to apply for integration validation testing and have access to free software, classroom workshops, integration branding, marketing and sales support through Solutions Catalog and Oracle.com. Everything you need to build and sell a completed integrated solution. Oracle PartnerNetwork Application Integration Architecture for Partners is the "One-stop integration resource" for partners with solutions or service, which integrate with Oracle Applications. For more information, please visit the OPN portal at partner.oracle.com > Develop > "Integrate with Oracle Applications."

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2. **Solutions Catalog:** As a member of Oracle PartnerNetwork, SolutionsNet partners will have the ability to leverage the Oracle PartnerNetwork Solutions Catalog as a tool to profile and showcase your solution offerings to Oracle's customers, prospects, other partners seeking complementary products and Oracle's sales force. The Solutions Catalog is a comprehensive global directory of partner solutions and services that is available to all members of the Oracle PartnerNetwork. For additional information, please visit solutions.oracle.com.

3. **ISV Solutions Maps:** For ISV SolutionsNet partners, ISV partners will have the ability to leverage the ISV Solution Maps. The ISV Solution Maps depict comprehensive, end-to-end industry and horizontal business process solutions that include Oracle and complementary offerings from our ISV partners. Partners represented in the Solution Maps benefit from increased visibility with Oracle customers, prospects, and Oracle's sales force. The Maps are also a tool for ISVs to better understand and communicate to customers where and how their solutions add value to Oracle Applications. ISVs can use the Solution Maps to readily identify opportunities to develop around Oracle Applications and validate integration. In order to learn more about the ISV Solution Maps for Oracle Applications, including how to request consideration for inclusion, please refer to the [ISV Solution Maps FAQs](#), or contact mailto:isvsm_ww@oracle.com.

ORDERING

How will ordering will be managed?

During the transition period, orders are to be placed using the standard Hyperion 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.

SUPPORT

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

The combined companies are working to integrate the support offerings to customers and partners. The intent is to provide similar benefits to partners working with Hyperion 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 deep discounts, as well as access to the Oracle MetaLink repository of online technical libraries, discussion forums, and other valuable support resources.

EDUCATION AND ENABLEMENT

Will Oracle University support the Hyperion Education Certification program?

The current plan is for Hyperion Certification to continue as it is today. Please be sure that your contact information is correct with Prometric so that you will receive any specific communications relating to your certification. For more information please refer to the Oracle University FAQ: oracle.com/global/us/education/certification/hyperion_cert.html.

Can Hyperion partners take advantage of Oracle University courses?

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

Will Hyperion partners receive discounts on Oracle classroom training and online courses?

Hyperion 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 Hyperion classes through Oracle University?

Oracle University (OU) intends to integrate Hyperion classes into its curriculum. Hyperion 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 Hyperion 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 Hyperion courses on the OPN portal and newsletters

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Hyperion partners used to be able to access a large number of Hyperion-related product web-based learning (WBLs). It appears that there are now fewer WBLs on the list. Were they bundled or did they get migrated into a different category?

The WBL list was shortened to align with Oracle's training model. Outdated materials were removed from the original list.

Can a legacy Hyperion partner still leverage their Hyperion Training Discount?

If the partner is current on their Hyperion Partner Program fees and has a valid Hyperion Partner agreement, they may take advantage of the Hyperion Training Discount relevant for their level through December 31, 2007 (20% for Affiliate, 30% for Preferred and 35% for Elite).

What is the process for a legacy Hyperion partner to receive the Hyperion Training Discount?

When registering for a class with Oracle University (OU), you must provide your Hyperion Client ID number and inform OU of your Training Discount. If you do not know your Client ID number, or your Training Discount please e-mail Partners@Hyperion.com.

Can partners still utilize the Hyperion Partner training credit benefit?

Yes, partners may leverage this benefit through December 31, 2007, provided all requests for training credits are submitted no later than October 15, 2007. A communication was sent out in August to Partners stating the provisions and the process. Please visit Partner Connections for the latest update. For your convenience, the provisions are stated below.

- The Hyperion partner training credit program will terminate on October 15th, 2007. All requests for training credits must be submitted on or before October 15th, 2007.
- Hyperion partners will be eligible to schedule, attend, and complete the course(s) on or before December 30th, 2007.
- The partner training credit program is only applicable to existing Hyperion partners who are currently under Hyperion partner agreements and are current with their partner program fees.
- Only Hyperion product courses listed in the Oracle University catalog are eligible for training credits. Hyperion partners will not be eligible to use these credits toward any Oracle courses.

- Final reimbursements for credits used will be paid out by January 31, 2008.
- If Hyperion partners terminate their Hyperion contracts and join Oracle PartnerNetwork (OPN) prior to December 30, 2007, partners will forfeit all of the Hyperion Partner Program benefits including any remaining partner training credit balance.
- All submissions for partner training credit reimbursement must be submitted to partners@hyperion.com. The Hyperion Partner Training Credit Program Document and Partner Training Credit Reimbursement Form can be found on Partner Connections, partners.hyperion.com.

How can a partner find out their training credit balance?

Partners can email partners@hyperion.com to obtain their current training credit balance.

MARKETING

Can a Hyperion partner continue to use the Hyperion partner logo appropriate to its level?

No, per Oracle branding guidelines, partners should cease use of the Hyperion partner program logos. Partners will need to join OPN to gain access to partner logos relevant for their respective membership levels and competencies (i.e. Partner/Certified Partner/Certified Advantage Partner). Please note, Partners are not permitted to use Oracle's corporate and product logos or the general OPN community logo.

If a partner has existing materials with the Hyperion partner logo printed on them, can they still use them?

Yes, if Partners has existing printed Hyperion branded materials, they may continue to use these until the material is gone or until December 31, 2007, whichever occurs first. Online materials should be updated now with appropriate Oracle PartnerNetwork branding, once the partner has joined OPN. Effective immediately, Partners will no longer have access to the Hyperion logos files (corporate, membership levels, etc.) for use with any new online or printed materials.

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Can a partner still use and access their Co-Op marketing funds (relevant for North America partners only)?

Yes. A communication was sent out to the North America partners stating the provisions and the process. Please visit Partner Connections for the latest update. For your convenience, the provisions are stated below.

- Co-Op accrued after May 31, 2007 will not be incorporated into the Co-Op balance.
- No Co-Op funds will expire after May 31, 2007. Your current co-op fund balance is the existing balance as of June 1, 2007.
- Hyperion North America partners with current Hyperion partner agreements are eligible to use Co-Op through February 29, 2008.
 - All activities must be completed by February 29, 2008.
 - Pre-approvals are required and must be submitted by December 31st, 2007 with the understanding that all activities must be completed by February 29, 2008.
- Final reimbursements for Co-Op will be paid out by March 31, 2008.
- If partners terminate their Hyperion contracts and join Oracle PartnerNetwork (OPN) prior to December 31st, 2007, partners will forfeit all of the Hyperion Partner Program benefits including any remaining Co-Op balance.

All submissions for pre-approval of any Co-Op activity must be submitted to partners@hyperion.com. The Hyperion Co-Op Marketing Policy Document and Co-Op Marketing Form can be found on Partner Connections, partners.hyperion.com.

How long will the Hyperion Marketing Assistance Fee (MAF) process continue?

The Hyperion Marketing Assistance Fee will be decommissioned at 11:59 pm PST on Friday, October 12, 2007. Details can be found on Partner Connections. For your convenience, the provisions are summarized below:

- To be eligible for a MAF payment, partners must submit any and all MAF registrations via the standard process **prior to 11:59 p.m. PST on Friday, October 12, 2007**. This applies to i) any active sales opportunity, as well as ii) any transactions that have closed within the last 30 days. Please work with your appropriate regional contact to ensure your registrations are properly submitted. Where do they submit these? Only complete registrations will be

reviewed. Any partial registrations will be declined, without consideration. All existing MAF registrations that have been accepted (prior to 11:59 p.m. PST on Friday, October 12, 2007) will be honored.

- All pending MAF registrations received before 11:59 p.m. PST on Friday, October 12, 2007 that are qualified and accepted will be honored.
- Any MAF registrations received after 11:59 p.m. PST on Friday, October 12, 2007 will be declined, regardless of whether they are for an active sales opportunity or for a transaction that has closed within the last 30 days.
- Upon joining OPN, legacy Hyperion partners are encouraged to leverage OMM and submit registrations under either the Referral or Non-Commission Co-Sell Initiative (partners with appropriate Oracle distribution agreements may participate in the OMM Resale Initiative).

Does Oracle have a similar program that partners in which partners can participate?

Yes. As an Oracle PartnerNetwork member, partners are eligible to participate in Oracle's Open Market Model (OMM). OMM is a comprehensive channel engagement strategy designed to provide partners with maximum opportunities to benefit from registering transactions with Oracle. The model consists of three initiatives:

- Resale Initiative: Register opportunities upfront that you plan to resell.
- Referral Initiative: Refer opportunities for Oracle to sell directly and qualify to earn a referral fee.
- Non-Commission Co-Sell Initiative: Receive acknowledgement from Oracle for playing a strategic role in an end user's decision to choose Oracle.

Note: Participation in the Resale Initiative requires executing the Oracle PartnerNetwork Agreement and an Oracle Distribution Agreement, and being approved into the relevant Product Focus Area. Please consult your Oracle PartnerNetwork Interaction Center for more details.

How does the registration process work?

Partners can register and track opportunities online using Oracle's Partner Relationship Management (PRM) system; access is granted once a Partner joins OPN.

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Do I need to join OPN to register deals?

While Non-OPN partners may register certain opportunities under Oracle's Open Market Model (OMM), it is primarily structured to benefit OPN partners. Registering opportunities enables partners to be eligible to receive compensation per the OMM guidelines when those transaction close. You can learn more about OMM [here](#).

MORE INFORMATION

Can a partner still get partner support via partners@hyperion.com?

Yes. Partners may continue to email inquiries to partners@hyperion.com. Please note that this mailbox will be decommissioned Feb 29, 2008. You may also contact a representative from your local OPN Interaction Center at partner.oracle.com > "Contact Us."

Can partners still access the Partner Connections website?

Yes. The Hyperion partner portal is scheduled for decommission in March 2008; we will be to migrate relevant content over to the Oracle PartnerNetwork portal now as appropriate. We highly encourage partners to join OPN to access the most up-to-date content.

How do partners get assistance accessing Partner Connections?

Please e-mail partners@hyperion.com with any access issues.

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.

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