



Welcome.

We look forward to serving you by continuing to support your Retek investments.

In the meantime, please continue to use the same support channels you've been using. This brochure will tell you about additional Oracle services that you may find useful in the future.



In the retail industry,
Oracle and Retek
are a natural fit.

It's important that you have full confidence in excellent support services that truly help you take full advantage of your software investment. Whether you need standard or advanced services, day-to-day technical help, or highly complex custom programs, our goal is to offer you the highest-quality support services in the software industry.

Please continue to use the same Retek support channels you've been using, whether online, via phone support, or through your customer account team. Your Retek support phone numbers and Web site links remain the same. And you can count on us to communicate all new developments to you through these familiar channels, well in advance of any changes.

RETEK CUSTOMER SUPPORT**Online**

rocs.retek.com

Telephone:

1.800.61RETEK (US and Canada)

0800.917.2863 (UK)

0800.90.91.66 (France)

1800.555.923 (AU-Telstra)

1800.000.562 (AU-Optus)

00.308.13.1342 (Korea)

800.96.4262 (Hong Kong)

Oracle's award-winning support organization stands behind the Retek Customer Care team.



Whether you're a new customer, a long-time customer who wants to accelerate the adoption of new technology, or an individual seeking better career opportunities, getting trained by the people who know your software best is a smart move. Great enterprise software is only part of the equation—a well-trained workforce is what makes the total package greater than the sum of its parts.

That's why, through Oracle University, our course offerings feature delivery options tailored to the content and business needs of each customer from Public Sessions to eLearning solutions.

We will continue to support Retek product education. If you have questions about training on Retek products, please call 612.587.5000 in North America or +44.0.20.7563.4600 in EMEA. You can rely on us to communicate any new developments to you in a timely manner.

Each year,
Oracle
University
trains more
than 600,000
customers in
60 countries.

ORACLE EDUCATION

Oracle Instructor-Led Classroom Training

Train in an Oracle classroom or at your location

Oracle University Online Library

Oracle's self-paced learning environment available anywhere, anytime.

Private Customer Training Events

Private events that meet the specific needs of your teams and end-users.

Oracle Certification Program

The industry-recognized benchmark for professional expertise.

To find out more about Oracle University go to:
www.oracle.com/education

Our user groups are independent communities of users and other professionals who network, share knowledge, and engage in advocacy and education to improve the user experience. User groups provide us with critical information about customer needs, product improvement, and technical issues. They create value for our customers—and are essential to our commitment to customer satisfaction.

We continue to support the Retek User Group, and Ali de Kock remains your primary contact. If you have questions, you can reach her at 612.587.2219. We will communicate any new developments in the user groups to you in a timely manner.

We also encourage you to become involved with an Oracle user group. Find a special interest group or local user group at the Web sites below.

**ORACLE USER GROUPS****Oracle Applications Users Group (OAUG)****www.oaug.org**

Providing Oracle users the tools needed to enhance their careers and maximize their investment in Oracle applications.

International Oracle Users Group (IOUG)**www.ioug.org**

Empowering Oracle database and development professionals through information, education, and advocacy.

Oracle Development Tools User Group (ODTUG)**www.odtug.com**

Providing networking, communication, and education for users of Oracle development tools.

Asia Pacific Oracle Users Group (APOUG)**www.apoug.org**

The recognized independent communication channel in Asia Pacific for the Oracle user community.

Europe, Middle East and Africa Oracle User Group (EOUG)**www.eoug.com**

Providing related services to all affiliated Oracle user groups in EMEA.

To find out more about Oracle user groups, e-mail usergroupinfo_ww@oracle.com or go to www.oracle.com/technology/community/user_groups

User groups
are the voice of
our customers.
They're essential
to customer
satisfaction.



Customer care is at the heart of our approach to business—and now with the combination, we can focus with renewed energy on our combined customers. Our customer programs help you succeed—with a range of services that help us understand your opinions, support your goals, and celebrate your success.

Your feedback guides our decisions about product direction and business practices, and we know that our careful attention to your questions and concerns is critical to the success of the combined company. We look forward to working with you.

Customer care is at the heart of our approach to business.

ORACLE GLOBAL CUSTOMER PROGRAMS

Customer Surveys

Personalized customer surveys to guide planning and decision-making.

Customer Care

Working across lines of business to support customer success.

Customer Value Services

Finding unique ways to get increased value from your software investments.

Customer Referencing & Appreciation

A variety of channels for telling your success story:

- Advertising
- Analyst relations
- Research
- Broadband
- Oracle conferences and events
- Media relations
- Investor relations
- Oracle.com
- Oracle publications

Find out more at www.oracle.com/customers/gcp/ or e-mail us at customer_ww@oracle.com

Whether you're starting a new implementation, increasing your security, or updating to the latest technology, consultants play an important role, working closely with your own team to achieve your goals and keep your company ahead of the competition. You expect experience, excellence, and full accountability. And you expect the best consultants to blend technological knowledge with industry expertise.

Please continue to rely on your current consulting services contacts for ongoing and future assistance with your implementation, optimization, or upgrade.

**ORACLE CONSULTING****Oracle Applications: Oracle Accelerators**

Predefined business flow templates that significantly reduce the time and cost of your applications implementations.

Oracle Technology: Oracle Information Architecture Services

Services that integrate data across your organization and reduce the duration and cost of your technology implementations.

Increased Performance:**Oracle Optimization Services**

A portfolio of services that supplement existing IT staff.

Expert Management: Oracle On Demand Services

A team of experts that manage your Oracle software to improve availability, security, performance, and management.

Find out more about Oracle Consulting at www.oracle.com/consulting

You expect the best consultants to blend technological knowledge with industry experience.



Partnership with Oracle opens the door for partners, Oracle employees, and our customers to leverage the strengths, competencies, expertise, and industry-leading products and services of a worldwide community of more than 15,000 partners. Partners play a critical role in Oracle's economy and growth strategy.

The foundation for partners' success with Oracle is Oracle PartnerNetwork, which offers partners a robust business framework, a management portal, an interaction center, a foundation for engagement with Oracle lines of business, and a worldwide community of partners for collaboration. Through partnership with Oracle, partners gain access to Oracle's premier products for additional growth opportunities, education, technical services and highly specialized go-to-market engagements, with support from across all lines of business within Oracle.

The synergy created through partnerships helps Oracle serve customers more effectively.

ORACLE PARTNERNETWORK

Together, Oracle and our partners solve customer business challenges through superior solutions and services that deliver the highest levels of customer satisfaction. Find out more at partner.oracle.com.

Global Inquiries

opninfo_us@oracle.com

North America Inquiries

prnmail_us@oracle.com

EMEA Inquiries

opnic_ro@oracle.com

Latin America Inquiries

opnlad_ww@oracle.com

Brazil Inquiries

opn_br_ww@oracle.com

Asia Inquiries

prn-apac_au@oracle.com

CONTACT ORACLE

We are glad to answer any questions you may have about how the combination of Oracle and Retek will affect you.

US and Canada: 1.800.633.0925

Outside US and Canada: 1.650.633.4490

Contact.oracle@oracle.com

With our joined strengths, we look forward to accelerating innovation and creating value like no one else.



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