

# Oracle and TimesTen Acquisition Overview and Frequently Asked Questions

## ■ ORACLE ACQUIRES TIMESTEN, INC.

On June 20, Oracle completed the acquisition of TimesTen, Inc., a leading provider of real-time data management software. TimesTen has been integrated into Oracle.

TimesTen developed and marketed real-time data management software, based on in-memory database technology. Performance-critical applications use TimesTen software to capture, store, process, and distribute information in real-time, while ensuring transactional integrity and high-availability. The primary markets for TimesTen products are telecom, networking, capital markets, and other real-time enterprises.

With this acquisition, Oracle plans to offer customers more complete solutions for the real-time enterprise. Oracle and TimesTen products are complementary with a common focus on standards-based data management. With TimesTen providing in-memory data caching and Oracle providing the enterprise database infrastructure, we will provide a tightly integrated, continuously available, real-time solution for performance critical applications.

## ■ OVERVIEW QUESTIONS

**Q. What is 'Real-Time Data Management' software?**

A. Real-time data management is an emerging category of database and data caching products designed for applications that must be instantly responsive, highly scalable, and continuously available. Typical applications are in the areas of real-time billing, securities trading, travel and logistics, and call processing systems.

**Q. What TimesTen products does Oracle develop and sell?**

A. Oracle provides TimesTen In-Memory Database for customers and partners to develop and deploy real-time data management solutions. TimesTen In-Memory Database functionality can be enhanced with the following options:

- Replication – TimesTen to TimesTen; this option enables n-way data replication to one or more standby TimesTen In-Memory Databases to ensure protection from unforeseen failure and no loss of data.

- Cache Connect to Oracle; this option is a real-time dynamic data cache for Oracle databases. Cache Connect to Oracle enables applications to combine the real-time performance of TimesTen In-Memory Database with the large storage capacity of Oracle Databases.

**Q. How will Oracle's Database complement the TimesTen In-Memory Database?**

A. Oracle is the industry's leading database for enterprise transaction processing, data warehousing and content management applications. Oracle databases are typically measured in the 10's to 100's of gigabytes all the way up to multi-terabyte scale. TimesTen is the industry's leading in-memory database cache for high performance transaction processing systems. TimesTen in-memory databases are typically measured in 1 to 10 gigabytes. The combination of TimesTen database cache tightly integrated with the Oracle database will provide a complete real-time solution for many of our customers.

**Q. How is the combination of Oracle and TimesTen expected to benefit customers?**

A. Oracle intends to continue to invest in TimesTen products. Oracle and TimesTen have always worked together as partners. As a single global vendor with increased investment, Oracle plans to accelerate the pace of integration and innovation of TimesTen products. TimesTen customers have access to Oracle's global services organization with over 6,000 support staff in 16 support centers around the world. TimesTen products offer Oracle customers in-memory database and data caching to deliver real-time integration with their Oracle databases. In addition, customers will benefit from the wide range of vertical-specific applications that leverage TimesTen software and are available in the market today.

**Q. What are some of the applications developed with TimesTen partners?**

A. TimesTen's partners have developed solutions for IP Centrex services, telecom billing and mediation applications, messaging, mobile push-to-talk, location-based services, enterprise call centers, and others.

## Overview and Frequently Asked Questions

### Q. How can I evaluate TimesTen In-Memory Database?

A. TimesTen In-Memory Database like all Oracle technology products are available for free download off Oracle Technology Network for development and evaluation purposes. Download includes installation guide and complete system documentation.

### Q. How are Oracle TimesTen products priced and packaged?

A. The TimesTen In-Memory Database and associated options, Replication – TimesTen to TimesTen and Cache Connect to Oracle, are priced per-processor and dependent on the size of TimesTen In-Memory Database. Full details on Oracle TimesTen pricing and packaging can be found at Oracle's Global Pricing and Licensing website.

## ■ BUSINESS CONTINUITY

### Q. Can I still purchase TimesTen products?

A. Yes. Please contact your TimesTen sales representatives to assist you or visit [www.timesten.com](http://www.timesten.com) for contact information.

### Q. Should customers of TimesTen products continue to call the TimesTen Support Center?

A. Our primary goal is 100% customer satisfaction. Customers will continue to see continuity in support and services, and should continue to use existing 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. Please see [oracle.com/timesten](http://oracle.com/timesten) for updated information on support renewals.

### Q. Should TimesTen customers continue to contact their local sales representative?

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

### Q. Will training on TimesTen products continue?

A. Yes. We plan to combine the TimesTen 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.

### Q. What is Oracle University?

A. Oracle University provides course offerings for new and long-time customers. Our course offerings feature delivery options tailored to the content and business needs of each customer, from public sessions to eLearning solutions. Learn more about Oracle University at [www.oracle.com/education](http://www.oracle.com/education).

### Q. Will TimesTen customer contracts be honored?

A. Yes. Oracle intends to honor the terms and conditions of existing TimesTen contracts.

### Q. What is the acquisition integration timeline?

A. Oracle and TimesTen completed the transaction on June 20, 2005. The companies are moving ahead quickly to integrate the two companies with as little disruption to customers and partners as possible. We will continue communicating with TimesTen customers throughout the integration process to deliver timely updates. Please continue to contact your TimesTen representative. If you would like to speak with Oracle, please email us at [contact.oracle@oracle.com](mailto:contact.oracle@oracle.com). Or, call the Oracle customer care line at 1-800-633-0925; outside the US and Canada dial 1-650-633-4490, or visit our website at [www.oracle.com/timesten](http://www.oracle.com/timesten).

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