

# Customer Frequently Asked Questions

## ■ OVERVIEW

**Q. How will the Oracle and Retek combination benefit customers?**

A. As the retail industry continues to evolve, we believe the combination of Oracle and Retek will deliver greater value to our customers. By joining the talents of both organizations, the combined companies will offer greater scale and expertise, enabling us to accelerate and deliver innovative solutions for the retail industry. This collective offering will now provide a comprehensive, complete solution that includes back office functionality for finance and human resources and extends throughout planning, merchandising, the supply chain and multiple retail channels.

**Q. What incentive does Oracle have to keep Retek customers a priority?**

A. Oracle has every incentive to ensure Retek customers are happy and satisfied as we want the opportunity to offer you more services and solutions. We are committed to 100% retention and customer satisfaction. To that end, the combined companies will strive to communicate directly with you on a consistent basis, keeping you informed of major developments.

**Q. What regular communications can we expect from Oracle | Retek?**

A. We will continue communicating with Retek customers throughout the integration process to deliver timely updates. Oracle | Retek wants to have an open dialog with our customers. As more information becomes available, we will schedule special interest meetings regarding technology, footprint evolution, support, services, the user group and other topics, so that more focused groups of customers can meet to receive relevant updates.

**Q. How will I continue to have an open dialogue with Oracle?**

A. We want to hear from you to address any issue, concern, or opportunity you may have. Please continue to contact your Retek support or services representatives, email [contact.oracle@oracle.com](mailto:contact.oracle@oracle.com), for US and Canada 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/rettek](http://www.oracle.com/rettek).

## ■ BUSINESS CONTINUITY

**Q. Should Retek customers continue to call the Retek Support Center?**

A. Our primary goal is 100% customer satisfaction. Customers will continue to see continuity in support and services, and you should continue using your existing contacts for support, professional services and sales to address your immediate and ongoing needs. We will communicate all changes and transitions to you well in advance through these familiar channels.

**Q. Can customers continue to purchase additional Retek products?**

A. Yes. Please contact your sales representatives to assist you.

**Q. How will this combination change any prior product commitments made to us?**

A. All products with firm dates, scope and deliverables are planned to continue on schedule. Packaging of integration between the Oracle E-Business Suite and Retek will be completed with incremental resources. We will continue to work with customers to define firm deliverables for Retek commitments that are still pending.

**Q. Will the pricing model change?**

A. There are no current plans to change the Retek pricing model for software licensing. Pricing for services and support will be evaluated as we combine these programs with the Oracle programs.

**Q. When will customers know the identity of their account teams?**

A. We are working quickly to finalize the composition of our account teams going forward, and we will communicate any changes to your current account team should they occur. Until such time, please continue to rely on your existing relationships.

**Q. Will there be resources available for Retek product implementations?**

A. Yes. These resources will continue to be available.

**Q. Will training on Retek products continue?**

A. Retek product education will continue to be available, and you should continue to use your existing Retek education contacts. We are working to determine the long-term plan for the Retek education program,

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and evaluating whether it should be combined with Oracle University. We want to ensure that your software provides the best possible service for your organization, 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. You can learn more about Oracle University at [www.oracle.com/education](http://www.oracle.com/education).

## ■ PRODUCT DEVELOPMENT AND SUPPORT

### Q. How much retail-specific content is in Oracle E-Business Suite?

A. Oracle solutions offer a rich set of capabilities for retailers in the Corporate Administration area. Over 400 retailers use the Oracle E-Business suite. In addition, another 400 use similar capabilities from PeopleSoft Enterprise. We have identified a number of additional Oracle modules which are applicable to retail and will be releasing a development plan that outlines how they can be incorporated into an Oracle | Retek suite of retail products. These modules include Incentive Compensation, Real Estate, Sourcing and Manufacturing.

### Q. Will the Oracle | Retek combination accelerate the development process?

A. We expect to accelerate our development efforts for the retail sector because we will have more development resources to access.

### Q. How will this combination impact my upgrade path?

A. Oracle's goal is to simplify the upgrade strategy across all products, and we encourage customers to stay current on product releases.

### Q. What type of maintenance and support will Oracle provide to Retek customers?

A. During the transition period, while we work to integrate the support systems and processes, Oracle will continue to support the Retek customers using the Retek Online Customer Support system and the Retek support processes. We are implementing a mutual customer interoperability and escalation process so mutual Retek and Oracle customers can benefit from both support groups who will work together to resolve issues for mutual customers. All Retek customers will eventually be migrated to Oracle MetaLink, Oracle's online support system, and the Oracle support infrastructure (including hotlines). Customers will have access to the expanded knowledgebase data and articles as well as access to other Oracle products for which they are supported. We anticipate the transition for customers to the standard Oracle support infrastructure at the end of July. Oracle will ensure

we minimize the disruptions to Retek customers and provide advance notification of all changes to the support infrastructure and processes.

### Q. Will Retek's products be integrated with Oracle's E-Business Suite?

A. Our plan is that the integration of Oracle and Retek products will occur in a series of phases. We will begin with the integration between Oracle E-Business Suite Financials and the Retek Xi Application Suite.

### Q. Will Retek's products be integrated with PeopleSoft Enterprise? And if so, when?

A. The goal is to integrate the Retek Xi application suite with PeopleSoft Enterprise within the next six to nine months.

### Q. How can our company continue to work with Oracle | Retek on future development?

A. Oracle encourages participation of the user group community, and we plan to continue a Retek user group to solicit input. The Oracle and Retek user groups will eventually merge, but special interest and product groups will remain in order to continue pointed conversations. The timeline of the merging of the user groups has not yet been identified. Retek User Group members should continue to contact Ali de Kock as their primary resource. We will continue to work with customers in key development relationships to help us define long-term product strategy, validate our designs and test specific business cases.

### Q. Will Oracle | Retek support customers running other platforms and databases?

A. Retek solutions are still database and platform independent, and we currently intend to continue supporting non-native Oracle databases and platforms.

### Q. How will Oracle address the non-native technologies within certain Retek solutions?

A. Oracle is evaluating the use of the 3rd party tools across the Retek product footprint. In cases where Oracle has an equivalent tool, the Oracle tool will be offered to customers as a substitute, after fit and performance testing is completed.

### Q. Will Oracle | Retek continue to develop and support solutions for merchandise operations management?

A. Oracle | Retek plans to continue to support, sell and enhance the Retek Merchandise Operations Management solutions. We plan to continue to look to our industry leading retail customers to provide feedback to accelerate the product functionality.

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### Q. Will Oracle | Retek continue to develop and support solutions for store and multi-channel retailing?

A. We see great opportunity in providing investment in this high-growth area, and will look to the user community to provide insight on their requirements.

### Q. Will Oracle | Retek continue to develop and support solutions for retail supply chain management?

A. The Retek applications will become the Oracle | Retek Supply Chain offering for Retail. The applications are specifically tailored for the item and inventory management of all retail verticals. We see no overlap between Retek supply chain applications and the Oracle applications for Supply Chain management, and therefore, the research and development investments will continue to build and expand these capabilities.

### Q. Will Oracle | Retek continue to develop and support solutions for CPFR®?

A. Oracle is a strong supporter of industry standards like CPFR®, and has been an active member of the VICS committee. We are looking forward to leveraging the capabilities that Retek acquired from Syncra, not only in support of our retail customers but for our Consumer Products Manufacturer customers as well.

### Q. When does Oracle | Retek expect to offer the next release?

A. There are a number of releases planned across the modules of the Retek suite over the next 12 months.

### Q. How will Oracle help customers upgrade and when?

A. We are evaluating the upgrade strategy for each of the separate Retek modules. Oracle is committed to helping simplify the upgrade strategy across all products to help encourage customers to stay current on product releases. As with any packaged software, minimizing the level of customization will help smooth the upgrade process.

### Q. Will services be part of the upgrade?

A. No. As with any packaged software, the customer will continue to be responsible for services to perform the upgrade.

### Q. What will Oracle | Retek do to better serve grocers (and other verticals)?

A. We already have a strong offering for the grocery vertical with many of the Retek planning, merchandising and supply chain solutions. Oracle | Retek will strive to continue to build solutions to support retail verticals, such as grocery, hardlines, softlines, specialty, department, etc. The composition of these capabilities will require customer feedback and guidance from user groups.

### Q. What is Project Fusion, and how will this relate to my Retek solutions?

A. Retek's development plan, which includes continuing the migration of Retek modules from Oracle Forms to Java and other industry standards, is already aligned with Oracle's stated goals for our Fusion set of releases. The Retek applications will fit alongside the Oracle components in an open standards environment. We currently do not plan to merge the Retek item/inventory schema for retail into Oracle's manufacturing based schema as part of Fusion. This should minimize the amount of effort required by retail customers as they plan upgrades to our Fusion set of releases.

## ■ PRICING AND LICENSING

### Q. How will the pricing models work for the Retek products?

A. There are no current plans to change the Retek pricing model for software licensing.

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

A. Yes. Oracle will honor the terms and conditions of existing Retek contracts.

### Q. Will license and maintenance prices for customers that wish to purchase more Retek licenses be predicated on the existing Retek pricing or Oracle's pricing?

A. We will continue to use the Retek pricing model for software licensing. Pricing for services and support will be evaluated as we combine these programs with the Oracle programs.

### Q. Where can customers find more information on the Oracle | Retek pricing and licensing policies?

A. Please contact your existing Retek sales and support contacts for this information.

## ■ USER GROUPS

### Q. As a Retek customer, what will happen to my user group?

A. Oracle encourages participation of the user group community, and we plan to continue a Retek user group to solicit input. The Oracle and Retek user groups will eventually merge, but special interest and product groups will remain in order to continue pointed conversations. The timeline of the merging of the user groups has not yet been identified. Retek User Group members should continue to contact Ali de Kock as their primary resource.

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**Q. Will Retek host a user conference this year?**

A. We plan to combine Retek World with Oracle OpenWorld this year at the Moscone Convention Center in San Francisco, CA from September 17th to the 22nd. The conference will include dedicated retail sessions and some retail content during the general sessions. We are working to determine whether the NA Retek User Group meeting will be stand-alone or combined with this user conference.

**Q. Does Oracle have other user groups?**

A. Oracle works with many user group communities around the world. The list includes the Oracle Applications User Group, the International Oracle User Group (technology), the Oracle Developer Tools User Group and regional groups representing Asia Pacific and Europe, Middle East and Africa. In addition, Oracle also works with user groups focused on our PeopleSoft product lines and the Question International User Group representing our JD Edwards product lines.

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