



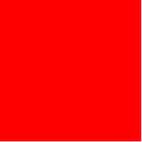
ORACLE®



Oracle Buys Global Knowledge Software

Strengthens Oracle's End-User Training Solutions to Provide Just-in-Time, Web-based Training Support Across the Enterprise

September 25, 2008



The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality and should not be relied upon in making a purchasing decision. The development, release, and timing of any features or functionality described for Global Knowledge Software products remains at the sole discretion of Global Knowledge Software. The development, release, and timing of any features or functionality described for Oracle's products, whether communicated by Global Knowledge Software or by Oracle, remains at the sole discretion of Oracle.

What Are We Announcing

- Oracle buys Global Knowledge Software (GKS)
 - Strengthens Oracle's end-user training solutions to provide just-in-time, web-based training support across the enterprise
 - Transaction closed September 25, 2008
- About GKS
 - A division of Global Knowledge, Inc.
 - Headquartered in King of Prussia, PA
 - 130+ employees worldwide
 - Over 2,500 customers globally across multiple industries and enterprise applications
- Combination strengthens Oracle's solution for training software for all enterprise applications
 - GKS provides a leading solution for just-in-time end-user training
 - Oracle Tutor enables customers to develop, deploy and maintain end-user business process documentation
 - Successful, long-standing partnership has resulted in an end-to-end solution for web-based business process and transactional system training
- Oracle to create a global sales unit focused on GKS solutions for non-Oracle applications to accelerate momentum

Strategic Importance to Oracle

- Customers are increasingly seeking a consistent end-to-end training solution across the enterprise to speed adoption of software
 - Effective training solutions support a rapid ROI on technology investments
 - A remote workforce with limited time or budget for classroom-based instruction requires web-based, just-in-time training for software and business processes
 - Training needs are particularly pronounced with the proliferation of self-service software across the enterprise
- Combination with GKS is a logical next step to a successful, long-standing partnership
 - Provides a single platform for process documentation, interactive system training, and just-in-time support for any Oracle or non-Oracle application across the enterprise
 - Over 2,000 customers have licensed Oracle User Productivity Kit (UPK), which runs on GKS technology
 - UPK is one of the fastest growing products being adopted by Oracle's applications customers
 - Accelerates Oracle's ability to develop pre-built application content for all of Oracle's applications

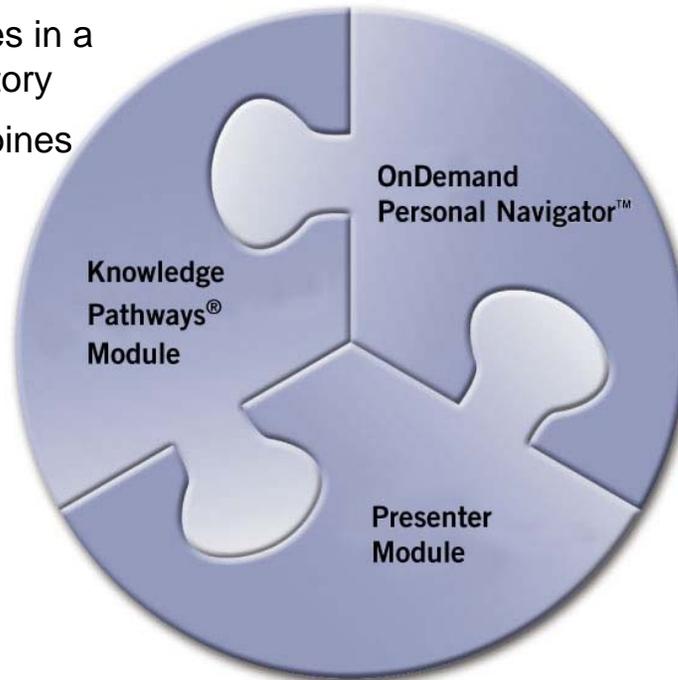
Why GKS

- GKS is a leader in the enterprise application training software segment
 - Provides comprehensive and integrated functionality for automated single-source training development and deployment
 - Speeds time to productivity through simulated end-user training
 - Automates the development of step-by-step transaction processing instructions
 - Captures and preserves institutional knowledge for new users
 - More than 2,500 customers globally supporting multiple industries and applications
 - World-class talent with deep domain expertise in software training solutions
- GKS products are complementary to Oracle
 - Already a core component of Oracle's existing training and implementation solution as a part of Oracle's Productive Day ONE offering
 - Open, standards based architecture that is scalable and can support any enterprise application
 - Industry-leading technology that is easy to use and accessible by business users, System Integrators and project team members

GKS Product Overview

Knowledge Pathways

- Manages multiple sources in a single web based repository
- Indexes, searches, combines and controls learning objects



Personal Navigator

Multi-user authoring environment:

- Captures applications workflow
- Automates documentation and training content generation
- Provides post-implementation support

Presenter

- Enables users to rapidly develop high-impact training presentations

Successful Deployments for Industry Leaders

Manufacturing & Processing



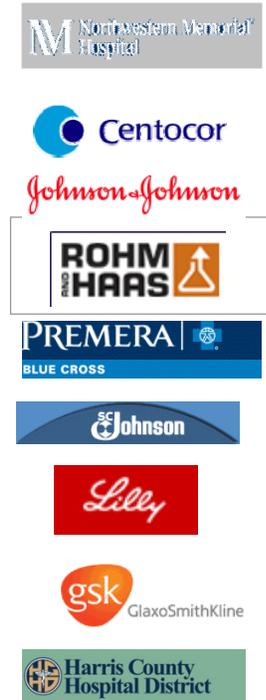
Financial



Retail & Services



Healthcare & Pharmaceutical



Communications



Public Sector



Combination Results in Comprehensive End-User Training Solution

End User Training Development Applications

Process
Documentation

Oracle
Tutor

System Use
Documentation

Personal*
Navigator

Training
Presentation

Presenter

Learning Path Configuration

Knowledge Pathways

Learning Management Applications

Oracle iLearning

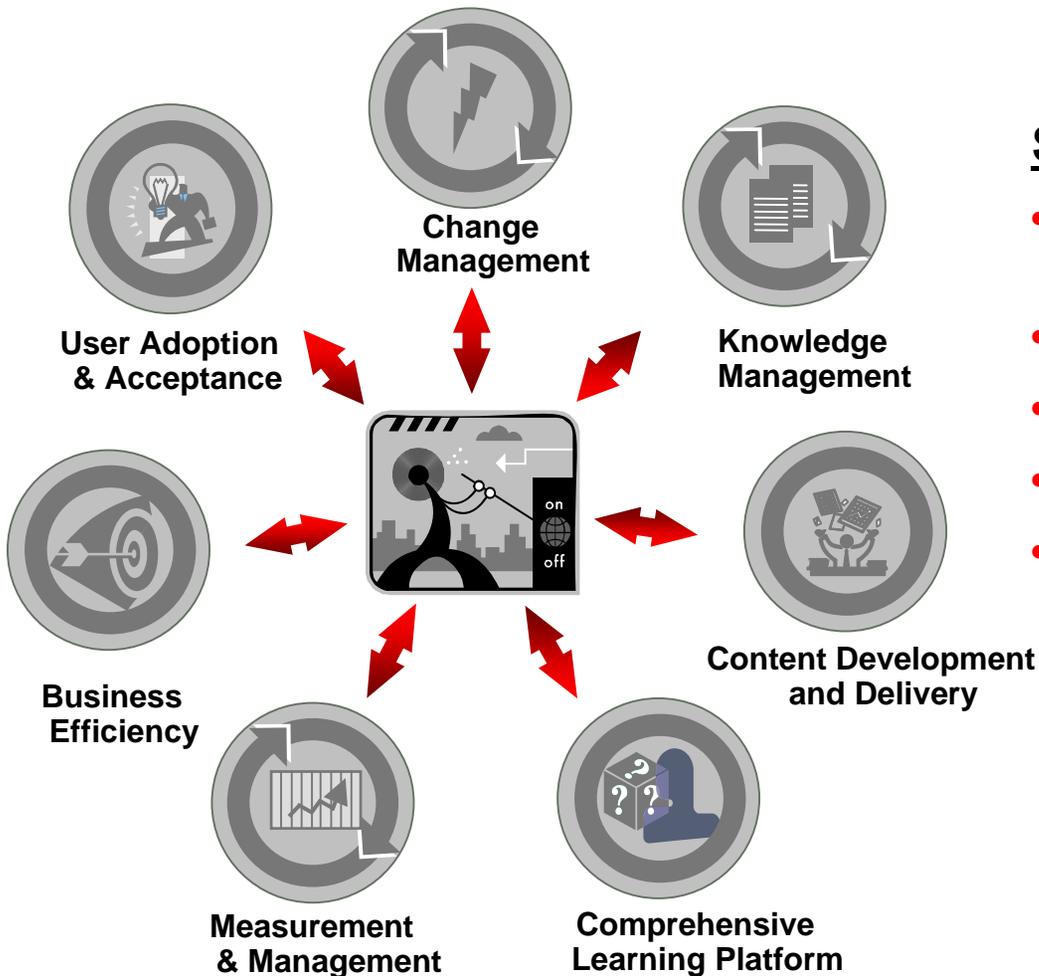
Oracle eLearning



* Core component of Oracle's User Productivity Kit (UPK).

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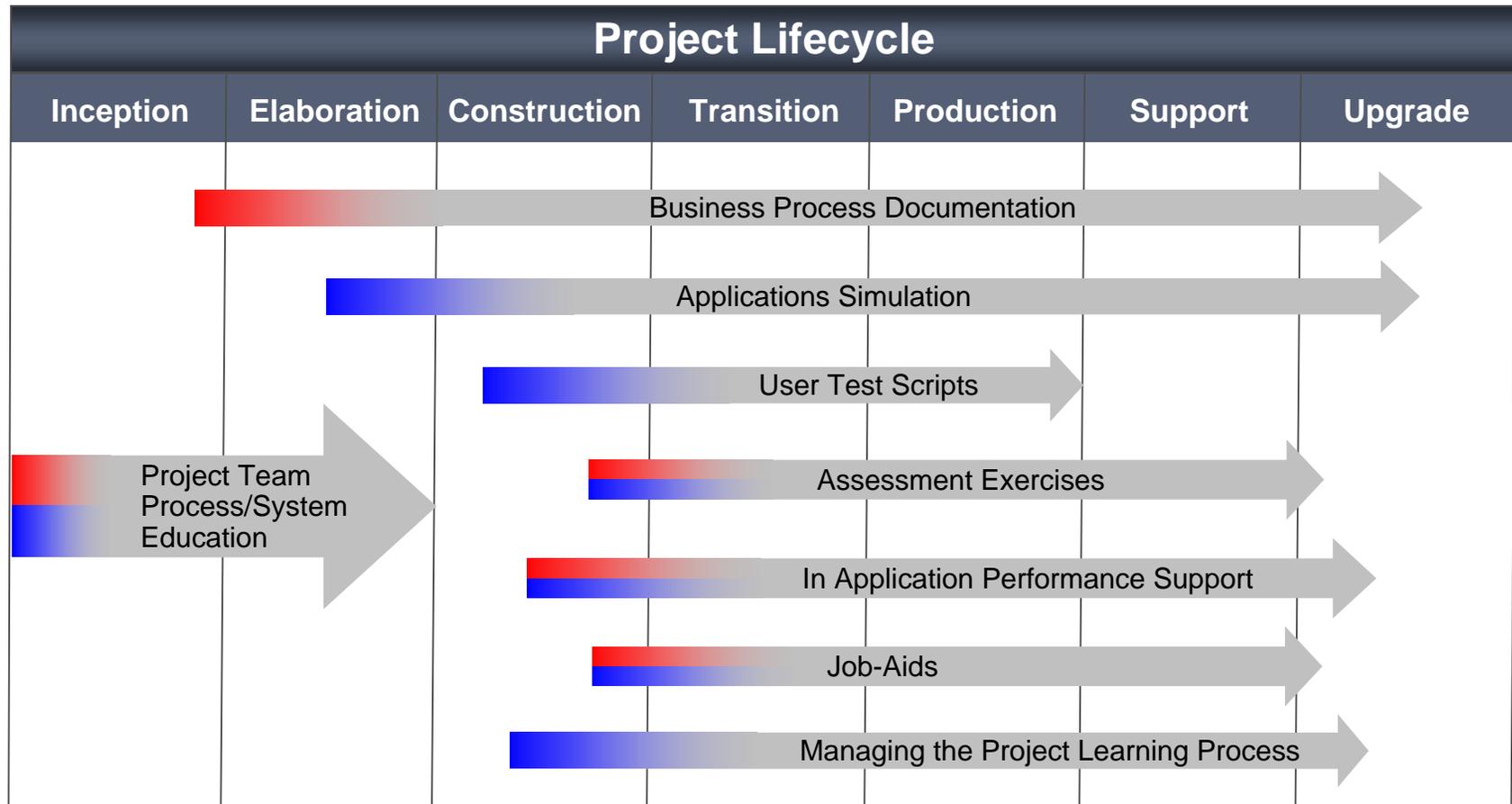
Accelerates Enterprise User Productivity



Streamlined and Shared Content

- Dramatic reduction in custom content development time
- Significant reduction in help desk calls
- Live, in-application support
- Role based content delivery
- Ongoing quantitative measurement of user proficiency

Content Creation, Maintenance and Deployment Mapped to Application Implementation Method



Case Study: Consistent End User Training Across Applications



Challenges

- A biomedical device company with diverse and customized enterprise applications
- Lack of standardized tools for training
- Manually maintained context sensitive help
- Desire to move from transactional to business role context
- Needed to repurpose content for multiple delivery formats
- Inability to efficiently deliver in multiple languages

Solution

- Personal Navigator, Knowledge Pathways and Presenter

Business Results

- Uniform management and distribution of role based training
- Tests and tracks user competency prior to production system access
- Globally integrated education system
- Content leveraged and maintained in multiple languages

Case Study: Increased Efficiencies, User Adoption and User Productivity



Challenges	<ul style="list-style-type: none">• An integrated circuit company• Simplify instructional design and end-user training development and deployment• Provide web-based, user-friendly materials for employee training• Ensure that materials are easily maintained for upgrades and changes to process• Increase user adoption of Oracle E-Business Suite applications
Solution	<ul style="list-style-type: none">• Oracle User Productivity Kit (UPK)
Business Results	<ul style="list-style-type: none">• Streamlined delivery of a broad range of user education and support materials from a single source• Eliminated maintenance of multiple training documents• Enhanced user productivity and reduced IT support costs• Achieved dramatic efficiency gains of 80% to 90% in document preparation

Expected Customer and Partner Benefits

- Oracle Customers
 - Deploys a single solution supporting just-in-time, end-user training for all Oracle and non-Oracle applications
 - Accelerates and enhances end-user training development and deployment
 - Speeds user productivity through proven, simple, automated training content development and deployment with rich end-user functionality
 - Reduces development and maintenance costs associated with end-user training
- GKS Customers
 - Investments in GKS technology are expected to be supported and protected, including continued support for use with non-Oracle applications such as SAP and Microsoft
 - Draw on Oracle's \$2.7 billion R&D spend to provide key product enhancements and expanded multi-language capabilities
 - Improved customer service through access to Oracle's 24x7 global support and services organization
- Oracle and GKS Partners
 - Integrating Tutor and UPK is expected to provide partners with a complete solution, from process flows to business procedures to system training, accelerating implementation timelines and ROI
 - System Integrators benefit from a single solution to address end-user training and documentation across the enterprise
 - GKS partners will have access to Oracle's worldwide resources and partner ecosystem
 - GKS OEM partners benefit from investment protection and Oracle's global resources

Clearly Different

Only Oracle and GKS can deliver ALL of the following:



A single platform for interactive training and just-in-time support for the enterprise



Editing accelerators for Oracle and non-Oracle applications



Collaborative content development via a multi-user authoring environment



Accelerate translation of content into multiple languages

Next Steps

- Public announcement
 - July 31, 2008
- Communications with stakeholders
 - Press and Analyst briefings
 - Customer and Partner briefings
- More information can be found at
 - www.oracle.com/gks



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