

Overview and Frequently Asked Questions

Overview

Oracle Buys Pre-Paid Software Assets from eServGlobal

Oracle to Deliver Scalable Carrier-Grade Pre-paid Solution Based on Open, Flexible IT-based Platform

Oracle has acquired certain pre-paid assets of eServGlobal. eServGlobal's Universal Service Platform (USP) applications provide proven and scalable pre-paid charging, voucher management and recharge applications for the communications industry. Oracle also acquired eServGlobal's USP network services platform and messaging gateway.

In recent years the mobile communications industry has seen dramatic growth in the number of pre-paid subscribers. In order to enable this dramatic growth, and provide the innovative service demanded by their customers, communications service providers (CSPs) are aggressively moving toward flexible and open IT-based pre-paid solutions. By adopting IT-based solutions, service providers can more quickly bring innovative offers and bundles to market and reduce their operating costs.

The combination of Oracle Communications Billing and Revenue Management and eServGlobal's USP software will deliver the first convergent pre-paid and post-paid charging application offered by a leading business software and hardware systems vendor. Oracle is expected to provide customers with carrier-grade pre-paid and charging software that will offer customers high availability and scalability, on an open convergent platform. Oracle plans to enable their customers to deliver both traditional pre-paid voice services and introduce hybrid pre-paid and post-paid plans with targeted pricing, promotions and service bundles that include both voice and data services. For the first time, customers will have access to proven enterprise software that can support any service with any payment method on any network, all from a single business software and hardware system vendor.

ORACLE CUSTOMER BENEFITS

The combination of eServGlobal USP products and Oracle Communications solutions is expected to provide the following benefits:

- Deliver a comprehensive, end-to-end solution for pre-paid and post-paid convergent charging and billing
- Provide greater flexibility and agility to communications service providers, enabled by software with a proven track record of delivering high levels of availability and scalability
- Enable the launch of new, targeted communications products and services more quickly
- Support for heterogeneous network technologies strengthens our partners' ability to provide a single solution to address communications service providers' complete pre- and post-paid billing and charging requirements
- All supported by world-class, global services and support organization

BUSINESS RATIONALE

What is the rationale for this acquisition?

Pre-paid customers currently represent over two thirds of mobile subscribers worldwide and are expected to grow to 80% of all new subscriptions between 2009 and 2014¹. In addition, the use of pre-paid services is particularly common in high-growth and emerging economies where subscribers are using these services in increasingly innovative ways.

Next generation telecommunications services have become highly dynamic in nature and consist of both voice and data services. Consumers require more flexibility in managing service offerings and more choice and control over how they pay. Traditionally, communications service providers (CSPs) have managed this by delivering pre-paid voice services through network-based systems and post-paid services through software solutions. Network-based systems are less flexible, forcing service providers to manage their pre-paid and post-paid offerings separately, making it inefficient and costly to introduce new products or hybrid pre- and post-paid payment options (e.g., pre-paid voice, post-paid text messaging).

eServGlobal's USP pre-paid charging application, combined with Oracle Billing and Revenue Management (BRM), is expected to provide a software solution that supports service, payment and network convergence, while providing a 360° customer view. The combination of Oracle Communications BRM with eServGlobal's USP pre-paid software will for the first time, provide customers with proven and scalable software solution with carrier-grade availability for both convergent pre-paid and pre-paid voice and data services offered by a leading business software and hardware systems company. Service providers are expected to enjoy accelerated time to market for new offers and bundles, while reducing operational complexity and costs.

Why did Oracle select eServGlobal's USP products to extend its applications strategy?

The addition of eServGlobal's USP products to Oracle's existing communications industry software will provide customers significant benefit. Customers will now be able to benefit from carrier grade pre-paid availability with the flexibility of a software-based solution. The acquisition of certain pre-paid assets from eServGlobal is expected to allow Oracle to deliver the first convergent pre-paid and post-paid charging application suite offered by a leading business software and hardware systems vendor. Oracle Communications Billing and Revenue Management combined with eServGlobal's proven leading pre-paid and real-time charging capabilities are expected to provide a single charging and billing capability regardless of service type, network or payment method, helping communications service providers to speed the time to market for new products, offers and bundles.

eServGlobal's USP applications are highly scalable, reliable and technologically advanced. eServGlobal's products have been proven to deliver carrier-grade availability with multiple deployments supporting more than 10 million subscribers, including the world's largest IT-based pre-paid deployment that currently supports over 35 million subscribers and processes over 19 thousand transactions per second. USP's modular software offerings are feature rich, with 55 pre-built telecom feature nodes, and support open standards.

¹ Ovum Global Mobile Market Outlook: 2009-14, December 2009

How will the acquisition of eServGlobal USP technology accelerate Oracle’s strategy to become the leading provider of software and systems for the Communications Industry?

Oracle provides complete software and systems that span the communications industry technology landscape — from carrier-grade servers, storage and IT infrastructure, to mission-critical business and operational support systems and service delivery platforms; from business intelligence applications and retail point-of-sale solutions to the Java platform running on more than two billion mobile and handheld devices. Oracle helps 100 of the world’s top 100 service providers innovate and exploit new business models, build strong, profitable customer relationships, and streamline operations.

eServGlobal USP applications for pre-paid and charging are expected to extend Oracle’s industry leadership. The combination of Oracle BRM and eServGlobal provides the most complete commercial off the shelf (COTS) charging and billing software solution in the industry, addressing all services, networks and payment methods. Like Oracle applications, eServGlobal’s solutions are open, configurable, IT-based, and built in a modular fashion, making it easy for customers and partners to implement and integrate with legacy systems and other communications software products.

PRODUCT OVERVIEW AND STRATEGY

What products and technology did Oracle acquire from eServGlobal?

Oracle has acquired eServGlobal’s USP products, which include feature rich pre-paid products for the communications industry. USP provides a single platform to deliver pre-paid charging including online charging and rating, real-time session control, reporting and promotions. The products also include a network services platform, including support for number portability, VPN, and Least-Cost Routing and a SMS/MMS gateway.

How will eServGlobal’s USP products fit into Oracle’s overall communications industry software strategy?

eServGlobal’s pre-paid solutions are complementary to Oracle Communication Billing and Revenue Management products. With eServGlobal’s USP, Oracle is expected to provide a leading convergent pre-paid and post-paid charging and customer management solution that will help service providers to roll out

targeted services, promotions and bundles more quickly, regardless of their customers’ preferred payment method. Service providers will benefit from a single charging capability, regardless of service or payment method, are expected to speed time to market for new products, and will have a more comprehensive view of their customers, enabling them to be more responsive to their customers’ requirements.

What are the objectives of this transaction for eServGlobal?

This transaction will enable eServGlobal to concentrate on the areas of Mobile Money and Value Added Services and Software as a Service business, which provide high growth opportunities for the company. The funds from this transaction will be used to invest in eServGlobal’s remaining suite of products. With eServGlobal expanding their Software as a Service (SaaS) delivery model and licensing models, eServGlobal plans to ensure greater flexibility, agility and scalability for their more focused business.

How is this expected to impact eServGlobal’s product roadmap?

All products built on the eServGlobal USP platform have been transferred to Oracle, these are: ChargingMax, NumberMax, MessageMax, Social Relationship Management, uVOMS, Universal Media Server (UMS), PromoMax Express, USP Platform and all platform components and Development Tools etc. eServGlobal has chosen to focus on Mobile Money and Value Added Services which are supported by the following portfolio of products and solutions: In the payments space, eServGlobal will focus on PayMobile, and HomeSend. In the Value Added Services (VAS) space, eServGlobal will focus on PromoMax, Messaging Services Platform, Mailis for voice and multimedia mail, and UIP.

eServGlobal does not plan to discontinue any products as a consequence of this planned transaction.

Oracle will support customers’ investments in eServGlobal’s USP products, which will become a component of Oracle’s communications industry applications portfolio. Research and development investments in eServGlobal solutions are expected to increase after the closing as it will then be able to leverage Oracle’s significant R&D budget.

How compatible are eServGlobal's US products with Oracle's products?

eServGlobal products are complementary to Oracle's. Like Oracle, eServGlobal's solutions are open, configurable, IT-based, and built in a modular fashion, making it easy for customers and partners to implement and integrate with legacy systems and other communications software products. All of eServGlobal's USP customers use Oracle technology.

Will Oracle integrate the eServGlobal products to their existing communications industry applications suite?

Oracle is in a unique position to support the integration of BSS and OSS, as well as middleware and business intelligence applications. Both Oracle Communications industry software and eServGlobal USP applications are built on open and standards-based platforms. Oracle intends to support and to further develop standards and functional integration of eServGlobal's USP products to Oracle and non-Oracle enterprise applications so that customers of Oracle's communications industry suite and customers of eServGlobal's USP products secure maximum benefits.

When will Oracle be providing this integration?

Product integration timelines will be shared as they become available through our regular communications channel.

CUSTOMERS AND PARTNERS

How is the transaction between Oracle and eServGlobal expected to benefit eServGlobal customers?

Customers will have access to leading convergent software solutions that can support any service with any payment method on any network. eServGlobal customers are expected to benefit from the expected tighter integration between eServGlobal's pre-paid and real-time charging and billing solutions with the Oracle Communications applications suite. The combination will enable service providers to more quickly and flexibly introduce new products, promotions and bundles and reduce the cost and complexity of managing their systems and infrastructure.

eServGlobal customers are expected to benefit from broader service and support through the global presence and scale of Oracle's service and customer support organizations. Further, the scale of the combined business is expected to accelerate innovation for customers via Oracle's multi-billion R&D investment and technology base driving advances to eServGlobal's product suite and delivering new and communications industry-specific technology to market faster.

How will customers' investments in eServGlobal solutions be protected by Oracle?

Oracle intends to continue to enhance eServGlobal products and solutions. Customers' investments in eServGlobal's products will be protected as a part of Oracle Communication's charging and billing engine. Oracle will continue to sell and support eServGlobal products and is expected to develop integrations that will streamline business processes and lower a service provider's total cost of ownership of eServGlobal.

What will be the impact of the transaction with eServGlobal to Oracle Communications Billing and Revenue Management customers?

This acquisition underscores Oracle's commitment to building a comprehensive integrated communications industry suite for its customers. The combined solution is expected to provide the following benefits:

- Enhanced capabilities for convergent charging, enabling telecom operators to offer more choice to customers, while reducing cost and complexity
- Industry leading CRM, Billing, OSS, SDP and enterprise-software-based pre-paid solution, from single vendor, with opportunity to move away from inflexible traditional network-based, and accelerate move to next generation infrastructure and services

How is the transaction expected to benefit partners?

System Integrators will be able to provide customers with a single partner to address their needs for convergent charging. All partners will gain access to Oracle's worldwide resources and partner ecosystem providing access to resources, information, support and education from one global partner.

How will the transaction impact Oracle's relationships with its Network-Equipment Provider (NEP) partners?

Oracle considers its relationships with the NEPs to be of vital importance and an intrinsic part of its strategy for Oracle Communications. We look forward to continuing our existing relationships with the NEPs and exploring new mutually beneficial opportunities that incorporate our vision for convergent charging, and enable enhanced collaboration in the future.

BUSINESS CONTINUITY

Can I still purchase eServGlobal USP products?

Please contact Oracle for more information about eServGlobal USP products.

How can eServGlobal customers learn more about support of the USP products?

At and around the close of the transaction, all currently supported customers will be contacted with detailed instructions about how to contact Oracle Support. In addition, customers may contact Oracle for their customer support needs related to certain assets Oracle has acquired from eServGlobal. These product assets include the ChargingMax, NumberMax and MessageMax product lines. To learn more about Oracle's Global Customer Support, please visit oracle.com/eservglobalusp/support.html. We will communicate all changes and transitions well in advance through our regular support channels.

How can eServGlobal USP customers learn more about the combination of USP products and Oracle Communications?

To learn more about this acquisition, please visit oracle.com/eservglobalusp.

Will training on eServGlobal USP products continue with Oracle?

Yes, we plan to combine the eServGlobal USP 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.

Will the eServGlobal employees that are affiliated with the USP product be retained?

The goal of the combination is to complement Oracle offerings. The acquisition of eServGlobal USP products demonstrates Oracle's commitment to providing leading communications industry solutions. As a result, eServGlobal's USP business related employees that are joining Oracle are expected to continue with Oracle as a part of the Communications Global Business Unit.

Where can I find out more information about the acquisition of eServGlobal USP technology by Oracle?

For more information, please visit oracle.com/eservglobalusp

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