Overview

Oracle Buys Global Knowledge Software: Strengthens Oracle’s end-user training solutions to provide just-in-time, web-based training support across the enterprise

Oracle has acquired Global Knowledge Software LLC (“GKS”), a division of Global Knowledge, Inc. and a leading provider of self-service training automation software. GKS’s user productivity capabilities extend Oracle’s end-user training solutions to provide just-in-time, web-based training support for end-users for any enterprise application. GKS’s products improve end-user competency through simulated end-user transaction training and testing, as well as auto-generated step-by-step transaction processing instructions.

The combination with GKS is a logical next step to a successful, long-standing partnership. GKS’s Personal Navigator product is currently the core end-user training development component in Oracle’s User Productivity Kit (UPK) product, and is currently supporting over 2,000 Oracle customers.

The combination of GKS products, Oracle Tutor, and Oracle’s learning management software, iLearning and eLearning, is intended to provide customers a comprehensive, end-to-end enterprise solution for creating and deploying business process documentation, interactive system training, and just-in-time support available within the applications. Oracle plans to provide pre-built training content modules across all of Oracle’s application products, with content available now for the E-Business Suite, PeopleSoft and JD Edwards applications. Customers will have access to a single solution for end-user training and process documentation that can support all Oracle and non-Oracle applications across their enterprise. By including this solution as a part of any application implementation or upgrade project, customers are expected to speed the time to productivity for their application end-users.

GKS’s management and employees are expected to join Oracle to ensure that Oracle maintains the end-user training domain expertise, as well as a dedicated development team focused on GKS’s Oracle and non-Oracle enterprise software products. Oracle intends to form a global sales unit to expand the focus on non-Oracle applications utilizing GKS products, extending Oracle’s software training offering across the enterprise.

CUSTOMER BENEFITS

The combination is expected to provide customers with the following benefits:

· A single solution that supports just-in-time, end-user training for any Oracle or non-Oracle enterprise application

· Accelerates and enhances end-user training development and deployment

· Speeds user productivity through proven, simple, automated training development and deployment with rich end-user functionality

· Reduces development and maintenance costs associated with end-user training

· Maximizes return on investment by providing robust content editing accelerators and re-recording capability

PARTNER BENEFITS
The combination is expected to provide partners with the following benefits:

- A complete solution, from process flows to business procedures to system training, accelerating implementation timelines and ROI
- Partners benefit from a single solution to address end-user training and documentation across their customers’ enterprise
- GKS partners benefit from access to Oracle’s worldwide resources and partner ecosystem
- GKS OEM partners benefit from investment protection and Oracle’s global resources

Frequently Asked Questions

BUSINESS RATIONALE

What is the rationale for this acquisition?
To ensure a rapid ROI on their technology investments, organizations need to streamline their implementation processes and ensure rapid adoption of technology by their end-users. This combined with the expansion of self-service applications across the enterprise, the increase of remote and de-centralized workforces, and the limited time and resources dedicated to classroom-based training is resulting in an increased demand for web-based, just-in-time training. The combination of Oracle Tutor and GKS products are expected to enable customers to quickly and easily capture institutional knowledge, develop policy and process documentation, and deploy interactive transactional training for all of their enterprise applications.

The acquisition is expected to strengthen Oracle’s ability to provide customers with a single solution to speed new employee productivity for any enterprise application, well beyond the initial implementation. GKS products improve end-user competency through simulated end-user transaction training and testing as well as auto-generated step-by-step transaction processing instructions. By extending Oracle’s out-of-the-box training content portfolio across the Oracle Applications Unlimited product lines (available now for the E-Business Suite, PeopleSoft Enterprise, and JD Edwards EnterpriseOne applications), the Oracle Global Business Unit industry product lines, and other enterprise application vendor products, customers will be able to provide a centralized end-user support system across their enterprise applications. By using Oracle Tutor and GKS products, customers will be able to capture and preserve institutional knowledge, thereby speeding the time to productivity for new employees.

Why did Oracle select GKS to extend its end-user training and enablement strategy?
GKS provides an industry leading technology for just-in-time end-user training development for the non-professional curriculum developer. GKS’s core product line provides a comprehensive system that can create, combine, manage, and deliver finished content from project teams to end-users for any enterprise application implementation or upgrade. The technology is complementary to Oracle, and is already a core component of Oracle’s existing training and implementation solutions as a part of Oracle’s Productive Day ONE offering.

How will the acquisition of GKS accelerate Oracle’s strategy to build out solutions to support end-user training?
The combination is a logical next step to a long-standing, successful partnership. The combination is already proven with over 2,000 Oracle customers and is one of the fastest growing products being adopted by Oracle’s application customers. Oracle expects to accelerate development of pre-built application content, minimizing customers’ time and investment in custom end-user training development and deployment. Oracle expects to provide a single solution for end-user training support for any Oracle or non-Oracle enterprise application.

Product Overview and Strategy

What products does GKS currently develop and support?
GKS provides industry-leading technology for just-in-time end-user training development for the non-professional curriculum developer. GKS products include Personal Navigator, Knowledge Pathways and Presenter. Personal Navigator provides a single, integrated tool that automates workflow design, training content generation, and post-implementation support, increasing the efficiency, consistency and on-time delivery of documentation, training and performance support materials. Knowledge Pathways enables organizations to index, search, combine and control
learning objects from multiple sources in a single repository. Presenter enables users to rapidly develop high-impact training presentations that can include audio narration, flash movies, quizzes and surveys. These solutions help customers increase enterprise application utilization, realize faster time to competency, and reduce training costs and content development time.

How will GKS technology fit into Oracle’s overall training software and system support strategy?

GKS technology is complementary to Oracle and is consistent with Oracle’s strategy of providing customers with an end-to-end platform for training, documentation and end-user productivity support through an open, standards-based architecture that is scalable and can support the entire enterprise. GKS technology is already a core component of Oracle’s existing training and implementation solutions as part of Oracle’s Productive Day ONE offering.

How is the acquisition expected to impact on-going development of GKS products?

Oracle plans to support customers’ investments in GKS products, which will become a component of its end-user training applications portfolio. Research and development investments in GKS solutions are expected to increase as it will then be able to leverage Oracle’s $2.7 billion R&D budget.

Will Oracle continue to support customers that use GKS solutions to train on non-Oracle applications?

Oracle plans to continue to support GKS product capabilities for non-Oracle applications such as SAP and Microsoft. Oracle intends to form a global sales unit to expand the focus on non-Oracle applications utilizing GKS products, extending Oracle’s software training offering across the enterprise.

Will Oracle continue to support customers running GKS solutions on non-Oracle technology?

Oracle plans to continue to support GKS product integrations with other technology platforms to serve customer needs. Oracle plans to continue to support multi-user, database enabled, content development on both Oracle and MS SQL databases.

How compatible are GKS’s products with Oracle’s products?

GKS’s products are complementary to Oracle technology and adhere to many open industry standards. GKS technology is already a core component of Oracle’s existing training and implementation solutions as part of Oracle’s Productive Day ONE offering.

How does Oracle plan to maintain GKS’s domain expertise?

The goal of the combination is to complement Oracle’s solutions. GKS brings significant domain expertise in this area, specifically in the area of end-user training software. GKS employees are expected to join Oracle. Oracle intends to form a global sales unit to expand the focus on non-Oracle applications utilizing GKS products, extending Oracle’s software training offering across the enterprise.

Customers and Partners

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

The highly complementary combination of Tutor and GKS applications will deliver a more complete business process documentation and system training solution. Customers’ investments in GKS technology are expected to be supported and protected, including the investment in third party applications support, such as SAP and Microsoft. GKS customers are expected to benefit from the increased investments in R&D to provide key product enhancements and expanded multi-language capabilities. GKS customers are expected to receive improved customer service through access to Oracle’s 24X7 global support and services organization.

How will customers’ investments in GKS solutions be protected by Oracle?

Oracle intends to enhance GKS products as a core component of its end-user training applications portfolio.

How is the proposed transaction expected to benefit partners?

Partners benefit from the ability to provide a single solution to address end-user training and documentation across all of their customers’ enterprise applications.
How will Oracle continue to support and broaden relationships with GKS partners?

We expect business to continue as usual for GKS partners. To provide for a smooth transition, existing GKS partner contracts for support, professional services, and sales are expected to remain in effect until they expire or until further notice. As contact information changes, we will communicate these changes through normal channels. GKS management will be reaching out to GKS partners to answer any questions. All GKS partners can benefit from Oracle’s worldwide resources, partner ecosystem, and access to resources, information, support and education from one global partner.

Partners are essential to Oracle’s economic and growth strategy. In addition to increased product support and investment, GKS partners are expected to benefit from the Oracle PartnerNetwork, our global world-class partner program, which provides access to a broader portfolio of solutions, comprehensive resources to support partner business and opportunities for growth with Oracle.

Business Continuity

Can I still purchase GKS products?

Yes. Please contact your existing GKS sales representative to assist you, or visit www.ondemandgk.com for contact information.

Should GKS customers continue to call GKS customer support?

Yes. GKS customers should continue to use existing GKS contacts for support, professional services and sales to address immediate and ongoing needs. We will communicate all changes and transitions occurring well in advance through these familiar channels.

Should GKS customers continue to contact their GKS sales representative?

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

Will training on GKS products continue?

Yes. We plan to combine the GKS 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 GKS leadership and employees be retained?

GKS’s management and employees are expected to join Oracle to ensure that Oracle maintains the end-user training domain expertise, as well as a dedicated development team focused on GKS’s Oracle and non-Oracle enterprise software products. The goal of this combination is to complement the offerings of Oracle. The acquisition of GKS demonstrates Oracle’s commitment to providing leading end-user training software solutions.

Where can I find out more information about the proposed Oracle and GKS combination?

For more information, please visit oracle.com/gks.

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

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