

## Overview and Frequently Asked Questions

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### Overview

#### Oracle Buys TOA Technologies

##### **Adds Leading Field Service SaaS to Oracle Service Cloud and Oracle ERP Cloud Solutions to Deliver Effective and Timely Home- and Facility-based Customer Service**

On July 31, 2014, Oracle announced that it signed an agreement to acquire TOA Technologies (TOA), adding the leading Field Service SaaS to Oracle Service Cloud and Oracle ERP cloud solutions to deliver effective and timely home- and facility-based customer service.

The transaction has closed.

TOA is the leading provider of cloud-based field service solutions that optimize the last mile of customer service for enterprises by coordinating and managing activities between dispatchers, mobile employees, and their customers. TOA's Field Service SaaS continuously monitors field service requests coming in from contact centers, schedules the right field service representative, monitors current inventories, accurately predicts service windows, and optimizes field operations. TOA's solutions manage more than 120 million service events annually in over 20 countries for innovative brands such as DISH Network, E.ON, Home Depot, Ricoh, Telefonica, Virgin Media, and Vodafone.

Oracle Service Cloud, part of the Oracle Customer Experience (CX) Cloud, is an industry-leading platform for online customer service, cross-channel contact center, knowledge management and policy automation. Oracle Enterprise Resource Planning (ERP) solutions streamline companies' financial, procurement, and supply chain management processes including inventory management and order fulfillment.

Oracle Service Cloud and Oracle ERP cloud solutions with TOA will transform customer service operations, allowing them to achieve operational excellence and improve productivity while exceeding customer expectations. The addition of TOA expands Oracle's ability to provide end-to-end personalized customer service solutions with the addition of critical face-to-face field service interactions, enabling visibility into customer history throughout the customer relationship lifecycle. The combination of Oracle Service Cloud and TOA is expected to create the most complete Customer Service Cloud, modernizing customer service operations and driving superior customer satisfaction.

The TOA team brings significant knowledge and capabilities to Oracle and is expected to continue to focus on providing the industry's leading field service solutions, enabling enterprises to improve critical interactions with businesses and consumers.

## BUSINESS CONTINUITY

### Can I still purchase TOA products?

Yes. Please contact your existing TOA sales representative to assist you, or visit [www.toatech.com](http://www.toatech.com) for contact information.

### Should TOA customers continue to call TOA for account management?

Yes. TOA customers should continue to use existing TOA contacts for support and professional services to address immediate and ongoing needs. We will communicate all changes and transitions occurring after the close of the transaction well in advance through these familiar channels.

### Should TOA customers continue to contact their TOA sales representatives?

Yes, customers should continue to rely on existing relationships.

### Should TOA partners continue to contact TOA?

Yes. TOA partners should continue to use existing TOA contacts to address immediate and ongoing needs. Oracle partners may also use their existing Oracle channels for support to answer any questions.

### Where can I find out more information about the proposed combination of Oracle and TOA?

For more information, please visit [www.oracle.com/toatechnologies](http://www.oracle.com/toatechnologies)

Oracle is currently reviewing the existing TOA Technologies product roadmap and will be providing guidance to customers in accordance with Oracle's standard product communication policies. Any resulting features and timing of release of such features as determined by Oracle's review of TOA Technologies' product roadmap are at the sole discretion of Oracle. All product roadmap information, whether communicated by TOA Technologies or by Oracle, does not represent a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. It is intended for information purposes only, and may not be incorporated into any contract.

#### Cautionary Statement Regarding Forward-Looking Statements

This document contains certain forward-looking statements about Oracle and TOA Technologies, including statements that involve risks and uncertainties concerning Oracle's acquisition of TOA Technologies, anticipated customer benefits and general business outlook. When used in this document, the words "anticipates," "can," "will," "look forward to," "expected" and similar expressions and any other statements that are not historical facts are intended to identify those assertions as forward-looking statements. Any such statement may be influenced by a variety of factors, many of which are beyond the control of Oracle or TOA Technologies, that could cause actual outcomes and results to be materially different from those projected, described, expressed or implied in this document due to a number of risks and uncertainties. Potential risks and uncertainties include, among others, the possibility that the anticipated synergies of the combined companies may not be achieved after closing, the combined operations may not be successfully integrated in a timely manner, if at all, general economic conditions in regions in which either company does business may deteriorate and/or Oracle or TOA Technologies may be adversely affected by other economic, business, and/or competitive factors. Accordingly, no assurances can be given that any of the events anticipated by the forward-looking statements will transpire or occur, or if any of them do so, what impact they will have on the results of operations or financial condition of Oracle or TOA Technologies. You are cautioned to not place undue reliance on forward-looking statements, which speak only as of the date of this document. Neither Oracle nor TOA Technologies is under any duty to update any of the information in this document.