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

September 17, 2014
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.

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What We Are Announcing

• Oracle buys TOA Technologies (TOA)
  – 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

• About TOA
  – 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
  – Founded in 2003 and headquartered in Cleveland, Ohio, TOA brings deep enterprise field service software domain expertise
  – 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 and Oracle ERP cloud solutions with TOA are expected to enable modern enterprises to provide unparalleled customer service leveraging accurate customer history and service needs, optimized scheduling, and knowledgeable field employees
  – Oracle Service Cloud helps businesses understand and resolve customer issues through connected engagements
  – Oracle Enterprise Resource Planning (ERP) solutions streamline companies’ financial, procurement, and supply chain management processes including inventory management and order fulfillment
  – 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
  – 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
Oracle Service Cloud with TOA Improves Customer Experience Interactions

Connecting Every Interaction Customers Have with Brands
TOA and Oracle Service Cloud

Benefits of TOA with Oracle Service Cloud

- Visibility across contact center and field service on status of customer request
- Optimized scheduling of field service request based on skills, time, and location
- Shared knowledgebase between customer, contact center, and field service
- Rapid feedback loop to improve customer service and operational efficiency
- Benefits: Complete visibility and optimization of the service experience
TOA with Oracle ERP Cloud

Benefits of TOA with Oracle ERP Cloud

- Accurate viewing and real-time procurement of inventory
- Dispatch the right people to the right location at the right time
- Dispatch the right parts to be available when field service employee arrives
- Address customer issues; track defects and improve operational efficiencies
- Benefits: Better customer service with lower cost and greater efficiency

Oracle ERP Cloud Solutions

Financial Planning and Budgeting
Financial Management
Governance, Risk and Compliance
Financial Reporting
Procurement, Sourcing, and Parts Inventory
Costing and Inventory
Project Portfolio Management
Supply Chain Management
Field Service

Oracle ERP Cloud Solutions
Modern Enterprises Require Innovative Technology to Transform Customer Service

**Traditional Field Service Operations**

- Lengthy service windows
  - Inaccurate arrival times
- Lack customer history and needs
  - Limits effectiveness and creates service delays, incurring extra visits
- Task-oriented to solve the customer’s immediate service issue
  - Missed opportunities to develop customer relationship and retention
- Legacy technologies lacking connectivity and visibility to ERP

**Modern Field Service Operations**

- Reliable service windows
  - Precise, on-time arrivals
- Empowered service agents
  - Expert service skills, tools and customer history to get the job right the first time
- Long-term brand and customer development
  - Use service opportunity to improve company’s engagement with customer
- Next generation technology for mobility, leveraging big data, ERP, and the cloud
TOA’s Cloud-Based Solutions Accelerate Field Service and Customer Experience Transformations

Mobile employee activity measured and profiled throughout day

Forecasting allows for appropriate capacity allocation

Proprietary algorithm and “air traffic control” visibility optimize routing

Alerts and collaboration deliver transparency and delight customers

Operational Efficiency and Customer Service Excellence

Routing  Capacity  Forecasting
Manage  Mobility  SmartLocation  Reporting
SmartCollaboration  Communication

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TOA’s Solutions Serve Enterprises of All Sizes and Complexities

**Mobile Workforce <500 Field Employees**
- Intelligent routing and scheduling for higher productivity
- Robust scalability and flexibility for growing businesses
- Efficiency that brings real results to mobile workforces and delights customers

**Mobile Workforce > 500 Field Employees**
- Configurable with optimizations tailored to any enterprise
- Cross-channel customer and user empowerment with personalized collaboration
- Guaranteed reliability in the cloud

**For Salesforce Users**
- Connects Field Sales and Field Services to Salesforce.com
- Provides the most advanced booking and scheduling on the Force.com platform
- Integrated with Salesforce.com and Salesforce1 platforms
TOA Delivers Value Across Innovative Industries

**Broadband, Cable, Satellite**
- Consumer services (data, media, other)
- Equipment break fix
- Preventive maintenance

**Telecommunications**
- Landline, wireless equipment installation
- Network repair

**Utilities**
- Meter installation
- Grid repair
- Preventive maintenance

**Business to Business**
- Product deployment and replenishment
- Preventive maintenance
- Repair services

**Retail and Consumer Services**
- Installation services
- Product delivery and replacement
- Repair services
The World’s Most Innovative Brands Choose TOA
Helping Deliver More Than 120 Million Exceptional Annual Service Events Globally

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*Customer Information Provided by TOA Technologies*
Telefonica Customer Success Story
Global Telecom Required Modern Field Services Solution to Anchor Business Technology Transformation Across Multiple Geographies

COMPANY OVERVIEW:
• One of the world’s largest telecommunications companies
• Operates in 24 countries, providing mobile, fixed line and broadband services to 315 million subscribers

CHALLENGES:
• Global challenges required unique field service solutions while unifying and standardizing key processes
• Single mobile solution for field service personnel, nearly 100% of which are contractors
• Unified customer experience with complete visibility into entire global field service workforce

BENEFITS:
• ETAdirect deployed to largest division in less than six months supporting Bring Your Own Device (BYOD) mobility model
• Solution is language and operating system agnostic
• More accurate, shorter service windows and increased on-time appointment arrivals to ~90%
• Single view provides field service performance baseline, enabling global expansion of standards

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DISH Network Customer Success Story
Leading Telecommunications Company’s Transformation Required Replacement of Legacy Field Service Solution

COMPANY OVERVIEW:
• One of the United States’ largest pay television providers
• Provides service to 14 million subscribers in all 50 states and Puerto Rico

CHALLENGES:
• Visibility into and optimization of thousands of employee, third party, and reseller partners across the country
• Holistic and consistent processes for a diverse population with the stated goal of reducing operating costs
• Device and operating system agnostic mobile application to enable “best-in-class” customer service

BENEFITS:
• Successfully completed largest deployment of tablet-based mobility initiative to 17,000 users in less than four months
• Achieved 15% increase in technician productivity, 10% travel reduction, and up to 80% increase in same-day work capacity
• 400% productivity increase by dispatch staff with 85% reduction in dispatch facilities

*Customer Information Provided by TOA Technologies
Home Depot Customer Success Story
World’s Largest Home Improvement Retailer Required Best-In-Class Customer Experience for Critical Business Units

COMPANY OVERVIEW:
• World’s largest home improvement retailer with more than 2,200 stores and over 300,000 employees
• Nearly $80 billion in revenue with operations across the United States, Canada, and Mexico

CHALLENGES:
• Improve productivity and customer experience for the Home Depot Exteriors and MyInstall business lines
• Automate and centralize booking workflow, scheduling appointments based on actual available capacity
• Make scheduling easy for customers online or in stores

BENEFITS:
• Delivered initial solution in 90 days supporting the first 3,000 users and layered in additional functionality as the requirements evolved
• Streamlined scheduling with ETAdirect capacity and quota modules, delivering enhanced multi-day booking visibility
• Substantially reduced back office scheduling and support staff

*Customer Information Provided by TOA Technologies
E.ON Customer Success Story
U.K.’s Largest Utility Needed Rapid Deployment of Smart Meter Technology to Improve Customer Experience and Efficiencies

COMPANY OVERVIEW:
• One of the United Kingdom’s leading power and gas providers, E.ON generates electricity and retailing power and gas across the U.K.
• Part of E.ON Group which operates in more than 30 countries and serves more than 26 million customers

CHALLENGES:
• Required technology strategy for field operations that aligned with goal of replacing 8 million meters across the U.K. by 2019
• Improved customer collaboration resulting in achieving a high percentage of “first-time home access”
• Replace incumbent legacy scheduling solution with upgrade and standardization of processes and systems

BENEFITS:
• Efficient rollout of ETAdirect, accelerating smart meter deployment and generating significant cost savings
• Increased transparency and communication with customers, fostering more successful long-term relationships
• Expanding ETAdirect to extend the value across the E.ON UK enterprise

*Customer Information Provided by TOA Technologies
Oracle and TOA: A Compelling Combination

• When combined with TOA, Oracle Service Cloud and Oracle’s ERP cloud solutions will help enterprises to empower their customer service teams to delight customers
  – Oracle CX Cloud helps enterprises connect every customer interaction with the brand, making the experiences consistent and relevant throughout the customer lifecycle
  – Oracle’s ERP cloud solutions enable process and resource optimization and deliver insights to help guide management
  – Oracle Service Cloud, part of the Oracle CX Cloud, is an industry-leading platform for online customer service, cross-channel contact center, knowledge management, and policy automation
  – TOA’s cloud-based field service solutions manage the last mile of customer service for global enterprises

• 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
  – 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
  – Delivers a 360⁰ view of service experience from time of purchase or need through delivery or issue resolution
  – Enables utilization of valuable transactional and trend data to improve the service experience

• TOA's management team and employees are expected to join Oracle and continue their excellence in providing the industry’s leading field service solutions

For more information, please visit www.oracle.com/toatechnologies