



Customer Q&A

■ Ingersoll Rand Gearing Up for Oracle-Siebel Combination

IT executive believes the combination will meld the strengths of both platforms and simplify strategic investment decisions.

Ingersoll Rand is a leading diversified industrial company generating more than \$10 billion in annual revenues. Through its diverse portfolio of brands—including Schlage, Thermo King, Hussmann, Bobcat and Club Car—Ingersoll Rand delivers products and services that help its customers to be more productive, efficient and innovative.

An Oracle customer for more than 10 years, Ingersoll Rand relies on Oracle E-Business Suite applications and Oracle Database technology for most of its enterprise resource planning (ERP) and supply-chain functions. The company added Siebel applications five years ago and now runs Siebel OnDemand CRM products as well as onpremise applications for sales force automation, field service and marketing. Recently, Ingersoll Rand began implementing Siebel's Business Analytics platform.

Rob Martens, Global Director, front office technology for Ingersoll Rand, shares his thoughts on the Oracle-Siebel combination.

Q: What were your thoughts when you heard about the Oracle-Siebel combination?

A: When the announcement was made, we stood up and cheered. We see the combination as putting together two really smart groups of people, which can only do good things. And we see it all as being hugely complementary. We don't see a lot of crossover, and in the areas where we do see crossover, we think it's going to be beneficial.

Q: How do you see Ingersoll Rand benefiting?

A: At the strategic level, we believe that it's going to simplify the way we approach implementing new products. It affords us the flexibility to make investments where we get the most immediate ROI without losing our focus on the overall end goal. We also view this as ultimately allowing us to gain new functionality. It's

as though the buffet was only this big before, and now it's huge. We're really excited because there is going to be a melding of some of the things that Oracle does really well with what Siebel excels at.

Q: Any areas in particular where you see synergies happening?

A: Siebel's analytical tools are a nice complement to Oracle. We also think Siebel has great capabilities for mobile users and a strong offering in the on-demand space. Our thought from the beginning was: if you go with best of breed, you can't go wrong. So when Oracle announced the combination, it was just further validation that we made the right move. All of these investments are really coming forward.

Q: How has the PeopleSoft integration affected your thinking?

A: It gives us more confidence. We think it's being done properly and responsibly from the perspective of both the customers and the employees of those businesses. We're seeing critical staff members being retained and it is clear that Oracle recognizes the importance of keeping around critical people from Siebel.

The PeopleSoft acquisition also showed that Oracle is absolutely interested in taking the best of all the platforms—not just the ones that are red—and integrating those the right way over time. What they're really doing is creating a series of pathways to help you find your way to the clear ground.

Q: What other thoughts do you have on the combination?

A: We don't expect there to be overnight magical integration, but we've seen from our conversations with Charles Phillips and his presentations that there is a clear commitment to continue to provide flexibility, and also to provide a much more accelerated path toward integration if that's what you want.

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