Overview and Frequently Asked Questions

Overview

Oracle Buys Skywire Software

Accelerates Oracle's formation of the most modern and complete software suite for the insurance industry and expands content management capabilities

Oracle has acquired Skywire Software's application software business. Skywire Software is a leading provider of insurance and document management business applications.

Skywire Software insurance offerings are proven solutions spanning policy production, customer correspondence, rating, underwriting, and real-time insurance data exchange used by more than 1,450 insurance customers.

With Skywire Software and the acquisition of AdminServer, Oracle is expected to accelerate the formation of the most complete software suite for the insurance enterprise. This software suite will include Oracle's database and middleware for technical infrastructure, Oracle applications to support general business, insurance-specific functionality in Oracle Billing, Siebel Claims, Siebel CRM and Insure[3], plus Skywire Software and AdminServer to further support insurance policy life cycle management.

The combined insurance product portfolio is expected to help customers speed policy implementation, accelerate new business acquisition and reduce cost and complexity as they manage evolving regulatory requirements.

Skywire Software's management and employees are joining the Oracle Insurance Global Business Unit together with employees from the acquisition of AdminServer. This insurance industry domain expertise will help Oracle meet the increasing needs of our customers in the insurance industry. AdminServer's CEO Rick Connors is leading the Insurance Global Business Unit as General Manager.

In addition, Skywire Software's customer communication management and document automation capabilities will expand Oracle Enterprise Content Management (ECM). Skywire Software's interactive document creation, high-volume content production and personalized communications functionality will be combined with Oracle ECM to provide end-to-end, multi-channel content capabilities applicable across multiple industries, including financial services, legal and utilities.

CUSTOMER BENEFITS

The combination of Oracle and Skywire Software is expected to provide customers with the following benefits:

- Insurance

  – New insurance content creation, policy rating and agent/ broker communication capabilities expected to be integrated and share data with existing Oracle insurance applications.

  – Extension of existing CRM and ERP business processes with additional insurance functionality using Oracle Fusion Middleware as a consistent toolset across products.

  – Expanded product portfolio spanning policy life cycle application needs of an insurance company on a modern, standards-based technology platform.

  – Flexible deployment with business applications that can be

implemented as components or a broader suite and integrated with both Oracle and third-party solutions, including policy administration, claims and billing systems.

– Increased access to insurance industry expertise.

· Financial services, legal, utilities and other industries

– Industry-leading document presentment and output management including billing and correspondence management.

– Integrated, multichannel, personalized content creation.

– Complete solutions for customer content delivery that span electronic and print media.

– Integration with CRM and business intelligence capabilities.

PARTNER BENEFITS

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

• In conjunction with the acquisition of AdminServer, the addition of Skywire Software is expected to benefit partners by creating an industry-leading, integrated solution that can effectively manage the entire insurance enterprise.

• System Integrators specializing in insurance are expected to have the opportunity to provide world-class solutions to customers through an expanded application footprint.

• Independent Software Vendors are expected to benefit from the opportunity to leverage the combined, broader product footprint.

• Technology partners will gain broader opportunities for development integrations based on Oracle Application Integration Architecture.

• Partners will have access to Oracle's worldwide resources and partner ecosystem.

Frequently Asked Questions

BUSINESS RATIONALE

What is Oracle's rationale for this acquisition?

Oracle is committed to expanding its leadership in the insurance industry by creating the most comprehensive, integrated, open and modern software suite. The acquisition of Skywire Software further extends Oracle's insurance industry applications software footprint by adding best-in-class insurance business applications that assist insurers in managing the life cycle of a policy. Oracle and Skywire Software have complementary products with a shared belief that the adoption of modern systems and adaptive business processes are required for achieving insurers' revenue and profitability goals. Oracle plans to accelerate the pace of innovation and integration of Skywire Software's products, which will be combined with Oracle's industry leading database, middleware, and enterprise and industry-specific applications.

Insurance is a strategic industry segment for Oracle with growth focused on integrated packaged applications. The need for flexible systems to support new policy implementation, new business acquisition, cost reduction and regulatory compliance are fueling a cycle of information technology investments in the insurance industry. Modern systems that can easily and cost effectively integrate with legacy systems represent the highest priority software spend for insurers. Skywire Software provides insurance industry solutions with a suite of products that enables insurance policy production, customer correspondence, rating, underwriting and real-time insurance data exchange.

Oracle will draw upon the employees and insurance industry solutions of both Skywire Software and Oracle's acquisition of AdminServer to create a global business unit specifically focused on the insurance industry. This aligns with our strategy to address distinct industry verticals and our commitment to meet the needs of the insurance industry.

Why did Oracle select Skywire Software to extend its insurance strategy?

Skywire Software offers proven, best-in-class insurance business applications, based on modern, standards-based technology, that assists insurers in managing the life cycle of a policy. These applications enable insurance policy production, customer

correspondence, rating, underwriting and real-time insurance data exchange. The applications can be implemented as components or a broader suite and integrated with both Oracle and third-party solutions, including policy administration, claims and billing systems. Founded in 2000, Skywire Software helps insurers accelerate new product introduction, enhance customer communications, improve rating accuracy, comply with regulatory requirements and gain greater insight into their businesses. Skywire Software has a large, diverse customer base including 1,450 customers in the insurance industry. Skywire Software's management and employees have deep expertise in the insurance industry and, in combination with Oracle's acquisition of AdminServer, will be the foundation of Oracle's newly formed Insurance Global Business Unit.

How will the acquisition of Skywire Software accelerate Oracle's strategy to build out solutions for the insurance industry?

The combination of Oracle and Skywire Software is expected to further expand Oracle's comprehensive, integrated software solution for insurance including policy life cycle management from the acquisition of AdminServer, customer relationship management, business management and analytics on a modern, standards-based platform.

Skywire Software's products accelerate Oracle's insurance industry solutions strategy by adding complementary capabilities that help enable Oracle to create integrated solutions to meet customer needs across multiple insurance product lines including:

• End-to-end marketing, sales and new business processing including rating and quoting capabilities.

• Insurance policy issuance, policy administration and claims management pre-integrated with regulatory-compliant insurance content creation.

• Insurance straight-through processing between agents/brokers and insurance companies.

Skywire Software's leading product portfolio combined with Oracle's infrastructure and applications software and extensive R&D budget will help support business growth and profitability for insurance customers.

How do Skywire Software's customer communication management solutions fit in with Oracle's Enterprise Content Management strategy and product suite?

Oracle is committed to expanding its leadership in the ECM segment by creating the most complete, integrated, usable, manageable and hot pluggable content management platform. Oracle provides solutions for all aspects of content management — from web content and document management, to archiving and imaging, to records and retention management — in a highly integrated suite of products. Skywire Software customer communication management applications enable enterprises to service their customers better through efficient acquisition, processing, management and communication of customer-oriented business information. These products enhance Oracle's existing ECM product suite by adding interactive document creation, high-volume content production and personalized communication capabilities. Skywire Software's document creation and presentment capabilities will combine with Oracle ECM to create an end-to-end, multi-channel content capability that enables customers across industries to deliver marketing and customer communications consistently across any medium, including email, print, web and mobile.

PRODUCT OVERVIEW AND STRATEGY

What products does Skywire Software currently develop and support?

Skywire Software is a leading provider of insurance policy production, customer correspondence, rating, underwriting and real-time insurance data exchange solutions. These solutions enable insurers to enhance customer communications, improve rating accuracy, comply with regulatory requirements and gain greater insight into their businesses. For example, Skywire Software's products help rate, quote, bind and issue insurance policies. Skywire Software exchanges data between agents and carriers, warehouses data, generates real-time business reports and archives electronic documents. Skywire Software enables insurers to present statements and policies over the web, creates insurance claims correspondence and prints insurance bills and policies. Core products include:

· Documaker Suite, IStream Suite & Tracker – Customer communication management solution suite including policy production, correspondence, billing and compliance (e.g. state filing)

· Insurance Content Services – Insurance-specific forms and rating libraries

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- Insbridge – Insurance rating and underwriting system for all lines of business

- General Agent (GA) and Insurance Data Exchange (IDX) – Agency/broker management and real-time communication exchange for insurance data

Additionally, Skywire Software serves the legal and financial services industries by providing tailored applications that assist in enhancing customer communication and streamlining manual processes.

- Legal – Customized suite of document automation and workflow applications that assist firms in automating the creation and distribution of critical documents and automating administrative tasks.

- Financial – Customer communication management solution that empowers financial advisors and financial services organizations to provide professionally personalized communication documents such as statements, applications, welcome packages and institutional fund reports.

How is this acquisition expected to impact on-going development of Skywire Software solutions?

Oracle plans to support customers' investments in Skywire Software products, which will become part of Oracle's insurance applications portfolio. Research and development investments in Skywire Software products are expected to increase as Skywire Software shares in Oracle's $2.1 billion R&D budget.

How do Skywire Software's products compare with the solutions currently in Oracle's insurance application portfolio?

Skywire Software products are highly complementary to Oracle's existing insurance product portfolio. Skywire Software's products expand Oracle's current insurance industry software footprint and are expected to provide key components of Oracle's newly formed Insurance Global Business Unit.

What are Oracle's insurance offerings and how does Skywire Software fit into Oracle's overall insurance solution strategy?

Oracle currently provides solutions that support front- and back-office insurance processes — from sales, new business and policy administration, to billing and claims, and including the leading ERP solution for the insurance industry. Through comprehensive and open software solutions, Oracle insurance industry software can be deployed as an end-to-end suite or integrated with legacy solutions or niche applications. Oracle's infrastructure and applications solutions are used by more than 1,000 insurance providers, including 20 of the top 20 global insurance companies.

Adding Skywire Software to Oracle's current insurance applications portfolio will provide additional capabilities that enable insurers to overcome product deployment, regulatory and distribution challenges:

- Skywire Software's IStream, Documaker Suite and Insurance Content Services along with the AdminServer Policy Administration Server (PAS), Oracle's Siebel Insurance Claims, Oracle's insurance billing and Oracle's i-flex Insure[3] policy administration system for Property and Casualty to help insurers reduce regulatory risk and accelerate product implementation.

- Skywire Software's Insbridge rating solution provides complex rate management capabilities and can be integrated with Oracle's existing products — including Siebel Insurance CRM and CRM On Demand products, Oracle's i-flex Insure[3] policy administration system for Property and Casualty and AdminServer's Illustration and New Business Servers—to help enable quick implementation of new insurance products and rapid entry into new markets.

- IDX, Skywire Software's agent, broker and carrier communications exchange, and GA, Skywire Software's agent/broker solution, enhance Siebel Insurance CRM, Oracle's CRM On Demand and AdminServer PAS by connecting agents, brokers and carriers in a flexible business network. The combination is expected to enable straight-through processing thus reducing transaction costs and accelerating new business acquisition.

In total, by adding Skywire Software's insurance applications, to Oracle's existing portfolio of industry-specific applications, ERP and CRM systems and a modern, open standard platform, Oracle expects to provide solutions that help customers bring insurance products to market faster and at a lower cost.

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Will Oracle continue to support customers running Skywire Software solutions with non-Oracle technology platforms?

Oracle plans to continue to support Skywire Software products on non-Oracle technology platforms to serve customer needs.

How compatible are Skywire Software products with Oracle's products?

Skywire Software and Oracle solutions are highly compatible. Skywire Software's products are SOA-enabled, which allows for easy integration with Oracle's insurance policy life cycle solutions using Oracle Fusion Middleware. This standards-based technology also enables integration of Skywire Software insurance applications with third-party policy administration solutions. Skywire Software's insurance content, rating and exchange solutions are expected to be integrated with existing Oracle insurance policy life cycle solutions through Oracle Application Integration Architecture. In addition, Skywire Software's products support multiple enterprise platforms, a critical requirement for the insurance industry and consistent with Oracle's open architecture.

How does Oracle plan to maintain Skywire Software's industry and domain expertise?

Skywire Software brings significant technology and domain expertise in the insurance industry. Skywire Software management and employees are joining the Insurance Global Business Unit recently formed within Oracle.

CUSTOMERS AND PARTNERS

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

Skywire Software customers are expected to benefit from this transaction in a number of ways:

· Increased R&D investment in Skywire Software products.

· Expanded portfolio of insurance solutions.

· Access to Oracle's global support and services organizations.

· Enhanced customer communication management capabilities through integration with Oracle ECM.

How will insurance customers' investments in Skywire Software solutions be protected by Oracle?

Oracle intends to continue to support and enhance Skywire Software products as an integral part of its insurance industry applications portfolio.

How will investments from Skywire Software customers outside of the insurance industry continue to be protected and supported?

Oracle plans both to continue to support Skywire Software's current legal, financial services and other customers outside of the insurance industry and to develop Skywire Software's customer communications management solutions for additional industries.

How will Oracle continue to support and broaden relationships with Skywire Software partners?

We expect business to continue as usual for Skywire Software partners. To provide for a smooth transition, existing Skywire Software partner contracts are expected to remain in effect until they expire or until further notice. As contract information changes, we will communicate these changes through normal channels.

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

How is this acquisition expected to impact any existing projects, deployments or services engagements?

It is not expected that this transaction will impact any existing project, deployment or services engagement.

Does this acquisition include Skywire Software's Business Process Outsourcing (BPO) and iWave operations?

No. Oracle's acquisition plans pertain only to Skywire Software's application software business.

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How will Oracle provide for a smooth integration of the two companies?

Oracle is very focused on customer satisfaction and plans to provide for a smooth transition without customer disruption. We are experienced with integrating companies quickly and efficiently. Oracle will provide dedicated personnel from key functional areas for integration and utilize proven templates and processes for repeatable success in integration. In addition, we will communicate regularly throughout this process to keep customers and employees well informed.

BUSINESS CONTINUITY

Can I still purchase Skywire Software products?

Yes. Please contact your existing Skywire Software sales representative to assist you, or visit www.SkywireSoftware.com for contact information.

Should Skywire Software customers continue to call Skywire Software customer support?

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

Should Skywire Software customers continue to contact their Skywire Software sales representative?

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

Will training on Skywire Software products continue?

Yes. We plan to combine the Skywire Software education program with Oracle University. We want to ensure that our customers' software provides the best possible service for their organizations and we know that excellent training is critical to reaching that goal.

Will the Skywire Software leadership and employees be retained?

The goal of this combination is to complement the offerings of Oracle. The acquisition of Skywire Software demonstrates Oracle's commitment to providing leading insurance industry solutions. Skywire Software employees have significant domain expertise in insurance and will be integral to the Insurance Global Business Unit being formed within Oracle. Key members of the Skywire Software management team, Wendy Gibson, Mike McCurley and Randy Skinner, are joining the management team of the new Insurance Global Business Unit, led by Rick Connors, previously the CEO of AdminServer.

What is the acquisition integration timeline?

We will provide information on future integration plans to customers when that information becomes available.

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

For more information, please visit oracle.com/SkywireSoftware

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