



North American Sales Organization

WIN-LOSS Program Q3 FY03

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Customer Feedback

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Won 16, Lost 19 to PeopleSoft.



- "Good flexibility shown in meeting our needs... Lower capital investment"
- CIO of 7Eleven (WEST WIN)
- "I believe our company will realize a great value from Oracle e-business suite... should have been better able to explain pricing..... won due to SAPs reputation"
- CEO, Four Star Distribution (WEST WIN)
- "Give us last and best pricing when it was asked, not after you were thrown out of the deal"
- Dir, Customer Svs, American Biophysics (EAST WIN)
- "First, we had turnover in the sales team during the process. Secondly, you effectively withdrew from the process by not responding to information requests."
- Director of Payroll, AMERICOLD LOGISTICS LLC (EAST-LOSS)
- "It was very close between Oracle and PS. The sales (team) oversold the one database idea and was speaking too technical to non-technical folks. End-users care about functionality not backend efficiency during a demo."
- Project Manager, Entertainment Publications (EAST- LOSS)
- "The RFP response to our CRM requirements was sloppy and frequently included the name of the previous prospect's RFP from which the answers were cut / paste. We had three vendors conduct lengthy product overview demonstrations and Oracle was the only one unable to accomplish the given agenda for the day. All three vendors had obstacles with weather and other delays that were similar but Oracle's inability to help us manage the agenda showed a relatively unorganized / undisciplined team. The product itself was somewhat disconnected from an interface / usability perspective. The sales team fell back on "end run" tactics when they began to sense that their performance and product were not winning the opportunity."
- Program Manager, PJM (EAST-LOSS)
- "Peoplesoft followed our requirements exactly and made an effort to make sure that we knew they knew our business well"
- Business Support Systems Manager, La Quinta (WEST-LOSS)
- "Sales staff was unprofessional. There was not enough understanding of our business prior to demos"
- Sr Team Lead, Micromedex (WEST-LOSS)

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"Representative from the organization were too impatient and aggressive with sales tactics... Oracle application running on Oracle databases only was a key concern."

- IT Director, Viacell (EAST LOSS)

"Unprofessional claims and insinuation of unfairness upon not being selected"

- SVP, Rightmanagement Consultants (EAST-LOSS)

"The CIO did not want to support a platform/environment they did not currently have in house (i.e. mainframe and NT/SQL+PSoft)"

- Applications Manager, Ben E Keith (WEST-LOSS)

"As you know they are the number one HR solution. They satisfied all of our needs."

- VP of HR Medquist (EAST-LOSS)

"The sales team and supporting ORACLE colleagues maintained a high degree of contact and interest."

- VP of Outsourcing, Trizetto Group (West WIN)

"We have made several purchases with Oracle over the past couple of year"

- Program Manager, Qualcomm (NASA WIN)