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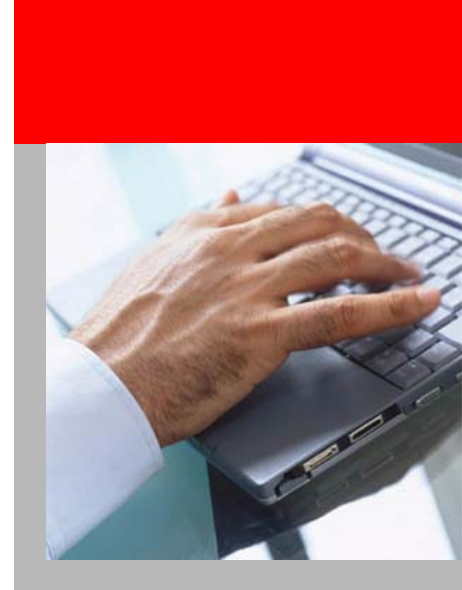
Tangosol Integration - Support Sales Training

Eric Ishikawa – GSSO, Migration Lead

Other Resources:

Program Agenda

- Tangosol product offerings
- Tangosol service offerings
- Legacy SLAs
- Renewal experience
- Support renewal integration
- Tangosol specific renewal items
- Questions



Overview of Tangosol Software, Inc.

- ***Tangosol Facts and Statistics***
 - *Tangosol is a leading provider of data grid solutions.*
Acquisition will expand Oracle's presence with high end fusion middleware.
 - Headquartered in Somerville, Massachusetts
 - 23 employees globally
 - Sales office in London

Company

Tangosol, Inc.

- Leading Provider of Data Grid Solutions
- Key Player in Virtualization Space

Coherence™ Data Grid

- Reliable, Distributed, In-Memory Data Management
- Data Services for
 - SOA, Virtualization, Compute Grids

Quick Facts

- Founded in 2000
- 100% Employee Owned
- 20 Quarters of Profitability
- Over 1000 production applications using Coherence
- JCP: JCache (JSR-107) Spec Lead; WorkManager (JSR-236/237) Expert Group Member



Customers

100 Direct Customers and 1,500+ production installations



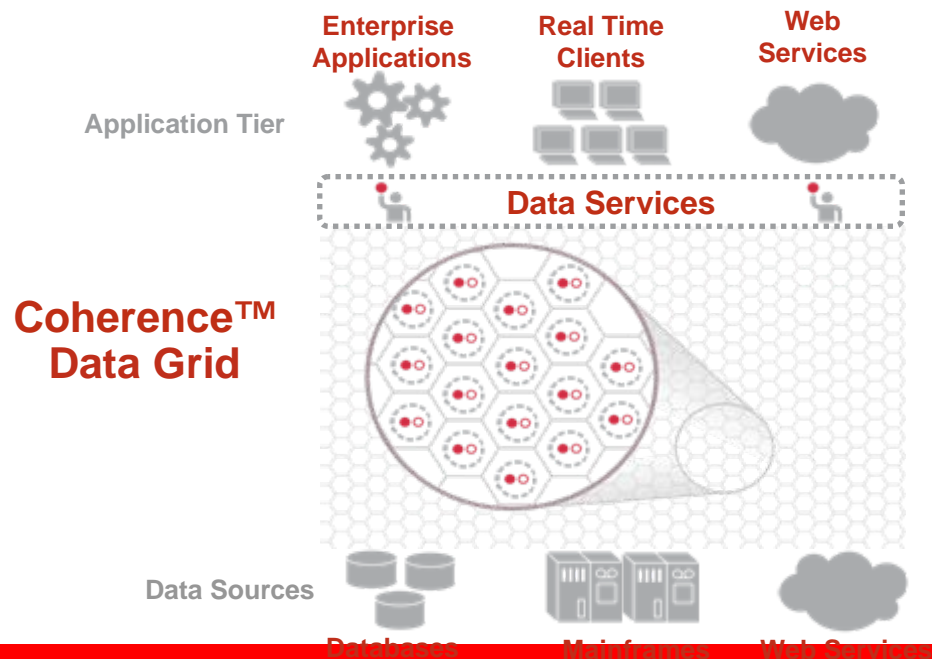
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Strategic Importance to Oracle

- **Extreme Transactions Rapidly Emerging Market**
 - SOA, Web 2.0 and EDA pushing infrastructures to growth limits
 - Traditional approaches unable to cope with processing growth
 - Highly costly for traditional architectures to scale to demands
- **Complements Oracle's Existing Strengths**
 - Oracle already leader in middleware grid technology
 - Extends Oracle Fusion Middleware for reliable in-memory data grid
 - Already integrated with Oracle Application Server and complements key product lines – SOA, EDA, Web Center, TimesTen
- **Why Now?**
 - Organizations reaching limits of growth with current approaches
 - Customers re-thinking architecture in light of SOA, Web 2.0, EDA
 - Differentiates Oracle's Application Server vs. Competitors

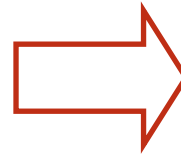
Data Grid Introduction

- Provides a reliable data tier with a single, consistent view of data
- Enables dynamic data capacity including fault tolerance and load balancing
- Ensures that data capacity scales with processing capacity



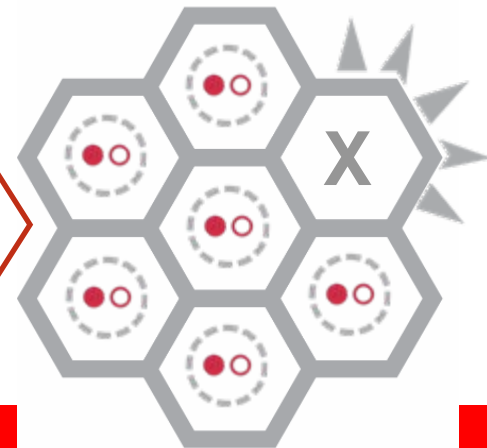
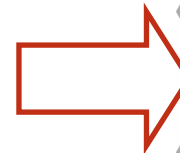
How Does Coherence™ Data Grid Work?

- Cluster of nodes holding % of primary data locally
- Back-up of primary data is distributed across all other nodes
- Logical view of all data from any node



- All nodes verify health of each other
- In the event a node is unhealthy, other nodes diagnose state

- Unhealthy node isolated from cluster
- Remaining nodes redistribute primary and back-up responsibilities to healthy nodes



Data Grid Benefits

- Reliably & predictably scalable application performance
- Enable enterprise-wide data virtualization
- Increase utility of back-end data sources
- Power to perform data grid based analytics, transactions and event processing

Data Grid Uses



Caching

Applications request data from the Data Grid rather than backend data sources



Analytics

Applications ask the Data Grid questions from simple queries to advanced scenario modeling



Transactions

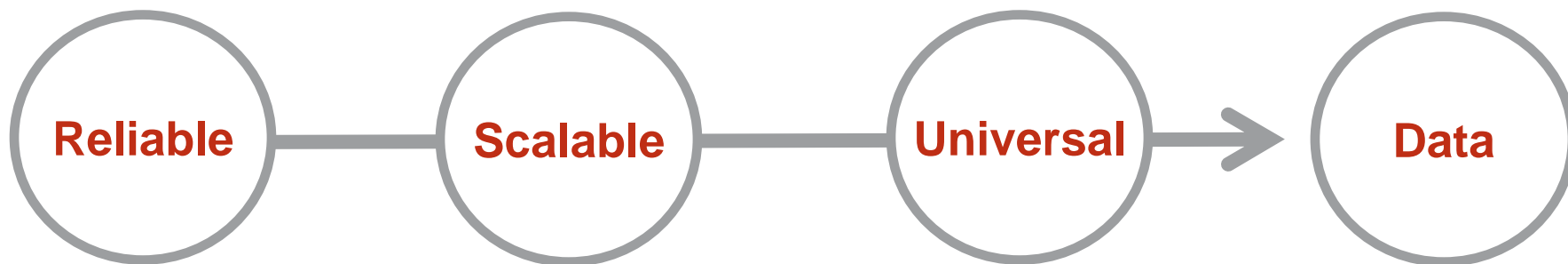
Data Grid acts as a transactional System of Record, hosting data and business logic



Events

Automated processing based on events

Requirements of Enterprise Data Grid



- Built for continuous operation
- Data Fault Tolerance
- Self-Diagnosis and Healing
- “Once and Only Once” Processing

- Dynamically Expandable
- No data loss at any volume
- No interruption of service
- Leverage Commodity Hardware
- Cost Effective

- Single view of data
- Single management view
- Simple programming model
- Any Application
- Any Data Source

- Data Caching
- Analytics
- Transaction Processing
- Event Processing

Coherence™ Data Grid Solution Set

Coherence™
Caching
Edition



Coherence™
Application
Edition



Data
Client



RealTime
Client



Compute
Client



Coherence™
Data Grid
Edition

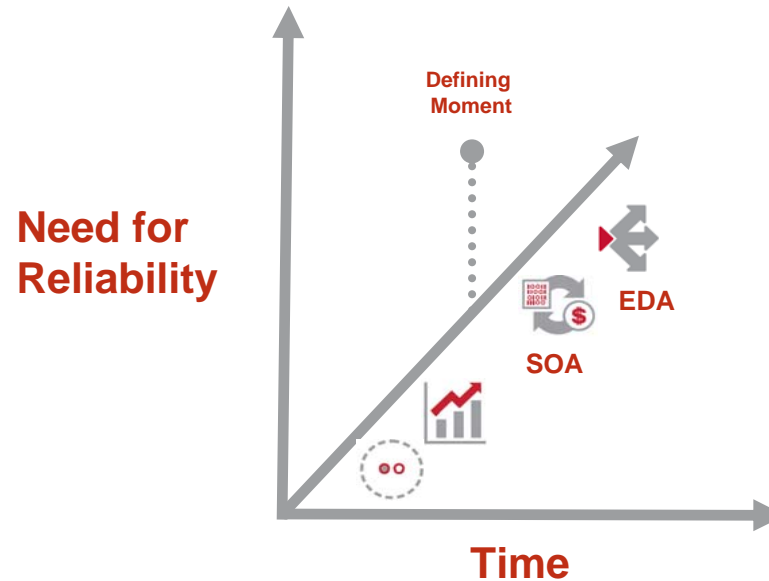


SOA EDA

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Summary

- Tangosol is the leading provider of Data Grid Solutions
- Coherence™ delivers Data Performance, Scalability *and* Reliability
- Data Grids are a key enabler for SOA, EDA, Virtualization





Customer Support Overview



Support Options

- **Pre-production/pre-purchase support (approx 60 customers)**
 - Customers are using evaluation or development license
 - <http://forums.tangosol.com>
 - support@tangosol.com
 - No charge, no commitments
- **Standard Maintenance and Support***
 - List Price 20% of License Fees paid
 - Before 3.2 standard to provide first year of support no charge
 - After 3.2 policy changed to charge for first year
 - Includes 9-5 U.S. Eastern time telephone and web support*
 - Software Maintenance
- **Premium 24x7 Support Add-On***
 - Optional in addition to Standard Maintenance and Support only 15% of License Fees paid (\$12,000 minimum).
 - Provides access to the 24x7 support telephone hotline
 - Provides special treatment and escalation for priority 1 Errors

**Standard Services, Commitments, and Service Levels are described in Schedule B to the Tangosol Master License Agreement (B.12.1.4)*

Customer and Offering Distribution

- Out of 100 customers on Support at the end of 2006
 - 27 are on Premium Support
 - 73 are on Standard Support
 - **Approx 20 on FYS for No Fee**

Support Methods

- Most Support Is Provided Via Email and Forums
- Escalations Via Phone, WebEx And Occasionally Onsite
- Support and Development Personnel on 24x7 Support Hotline Call List
- Standard Maintenance Terms Call for Support of 2 Releases (in Some Instances 2 Major Releases Back).
- Release 2.5 Is Technically the Oldest One We Support, Although We Are Capable of Supporting Older Releases If Absolutely Necessary

Support Tools and Infrastructure

- EMail: support@tangosol.com
- Standard Support: 1.617.623.5782
- Premium Support (after hours): 1.617.941.1700
- No Support CRM Application
- No Customer Support Portal
- JIRA Used for Defect Tracking
 - Hosted by Contegix
- Corporate Website Used for Download Center:
 - Products
 - White papers
 - Presentations
 - Datasheets
- WebEx Used for Troubleshooting

Partner Support Providers

OEM or Reseller	Type	Country	# of Customers	Quality
Atlassian	OEM	Australia	Not tracked	Excellent
Ericsson	OEM	Australia	Not tracked	Excellent
Interactive 3G	OEM	Spain	1	Excellent
Sicap	OEM	Switzerland	1	Unclear
Jive Software	OEM	U.S.	Not analyzed	Excellent
Navis	OEM	U.S.	3	Excellent
Tibco	OEM	U.S.	Not tracked	Unclear
Traiana	OEM	U.S.	4	Excellent
Webmethods	OEM	U.S.	Not tracked	Unclear
Witness Systems	OEM	U.S.	Not tracked	Excellent
Inspira	OEM/ASP	Norway	Not tracked	Excellent
Selesta	Reseller	Italy	0	Unclear
Nihon Insight Technologies	Reseller	Japan	0	Unclear
Adanta	Reseller	Spain	1	Good
DataAccess	Reseller	Sweden	0	Unclear
Carahsoft	Reseller	U.S.	0	Unclear

Support Sales and Renewals

- License Sales Rep sells FYS, Finance Processes Renewals
 - Prior to November 2006, FYS Provided for No Fee
 - Second Year Support was quoted in Schedule A Order Form
- Auto Renewal for 12 month term unless canceled in advance with 60 days notice in advance of expiration
- Licensee may terminate support at anytime without cause with 90 days prior written notice.
 - Tangosol will refund no portion of the Annual Support Fee for a termination initiated by Licensee.
- Expired or Canceled Support Can Be Reinstated for a Fee 150% Of the Cumulative Annual Support Fee for the Period – in Addition to Back Support Fees.

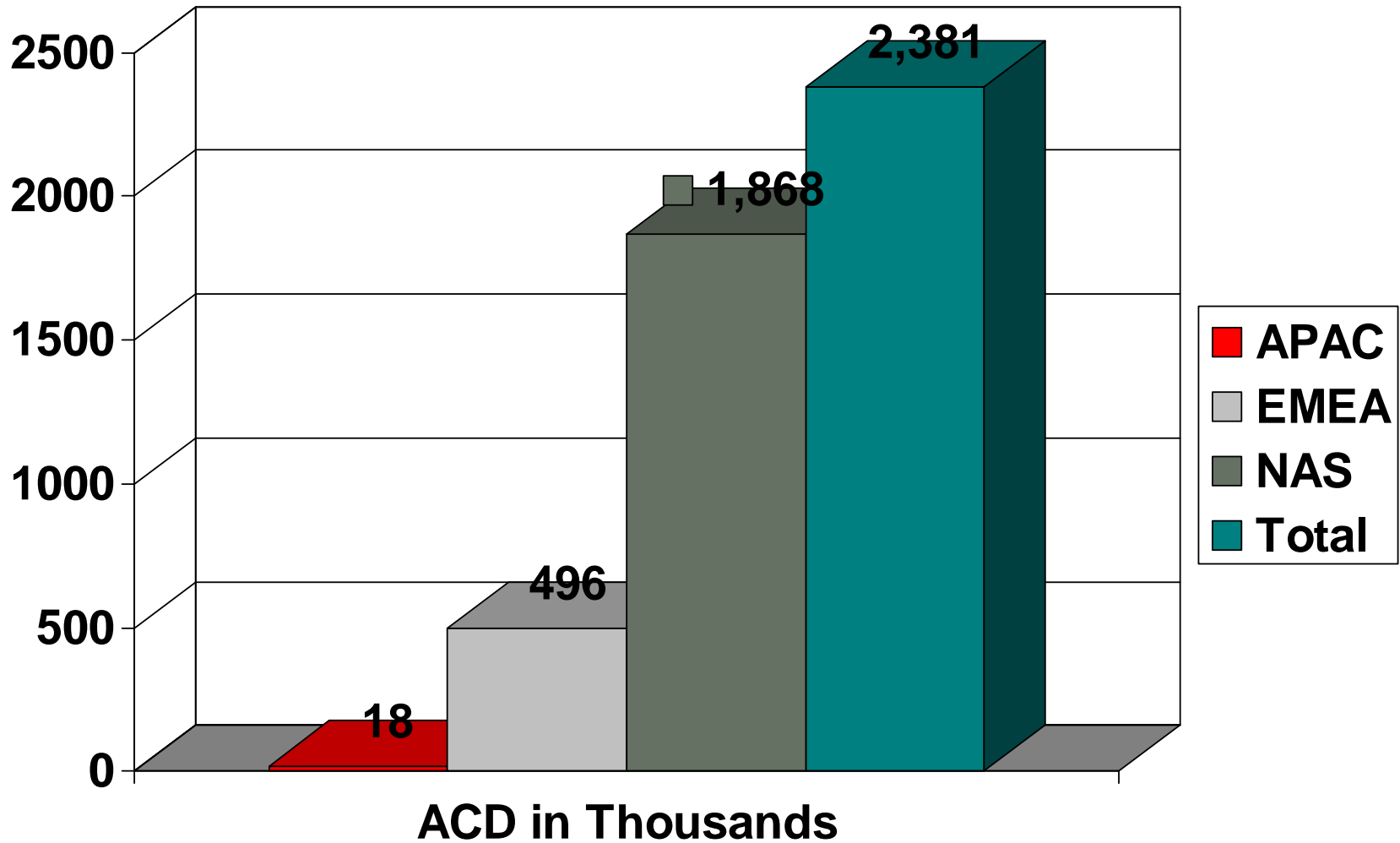
Non Standard SLAs

- 9 Non Standard SLAs in place
 - Hutchinson Whampoa 3G
 - Lehman Brothers
 - LL Bean
 - Morgan Stanley
 - Putman
 - SABRE
 - SBC (Now AT&T)
 - Wachovia
 - Walt Disney World

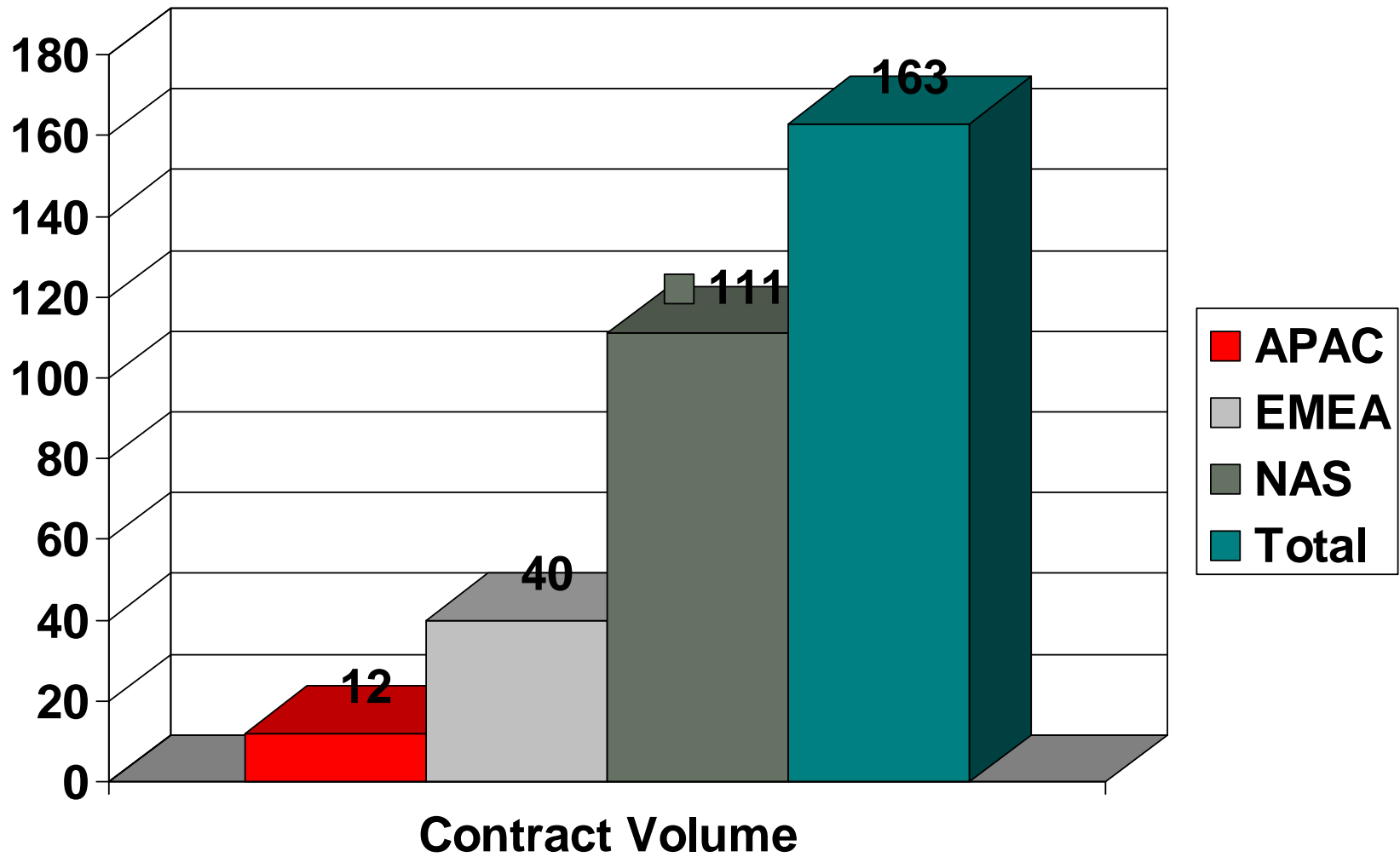
Support Integration Plan Overview

- Acquisition Close date – 19 April, 2007
- Legal Combination dates – 4 June, 2007
- CSI extensions – 30 Nov, 2007
- Data Migration – 27.April.2007
- Training – 13 & 14 August
- Welcome Letter to customers – 6 August
- Support delivery cutover – 27 August, 2007
 - Support delivery system – ITS, MetaLink

Overview of Data Migration



Overview of Data Migration



Support Sales Standard Processes

- OLSA/Quoting
- Customer should be quoted and sign the acquisitions quote letter
- Customer should also sign the OLSA Version OLSA_V040407
- OLSA must be counter signed only If customer requests
amendments
 - In this eventuality work with your local contracts department

Support Sales Standard Processes

Pricing

- New deals to be sold at 22% license
- No uplift on first renewal
- 2nd Year renewal subject to Oracle's current IAR
- Contractual pricing honored

Support Sales Standard Processes

- Cancellations
 - Three documented attempts should be made with customer. Verification of correct contact to be detailed in OKS Notes
 - Canceling contact should be stored on contract (preferably written confirmation)
- Backlog
 - Backlog contracts to be well documented including:
 - Reason for backlog
 - Steps to close
 - Expected closure date
 - Grace period extension occurred
- Price Changes
 - + & - price deviations to be well documented

Tangosol Specific Renewals Processes

- First Renewal
- Partners

First Year Support

- Tangosol included the first year support at no cost
- 34 contracts migrated priced at \$0
- Second year support is specified in contract
- Reprice the contract per the contract

Partner support

- Service Partner and OEM contracts should be renewed per the standard Oracle policies
- Some OEM contracts will show up with the end customer 'Multiple End Users'
 - The end customers were not always provided to Tangosol
 - Find out who the end customer is if possible.
- Royalty reporting
 - Witness Systems (now Verint)
 - Royalty Reporting is still being worked out with the LFYS

Sales Acquisition Leads – Contact by Region

- ***Sarah Mitchell – APAC***
 - sarah.mitchell@oracle.com
- ***Kathy Lindsey – NA***
 - Kathleen.Lindsey@oracle.com
- ***Emil Gobel & Kevin Ramskir – EMEA***
 - Emil.gobel@oracle.com
 - Kevin.Ramskir@oracle.com
- ***Gustavo Perez – LAD***
 - Gustavo.perez@oracle.com

Additional Training Materials and Resources

- ***Additional Information is Available on the GSSO Website under Tangosol Acquisition***
 - Tangosol Support Transition Document
 - Details standard SLAs
 - Service Level comparison
 - Extended Support practice
 - Training presentation
 - OLSA version: OLSA_V040407_US
 - Partner migration plan

BACK-UP

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