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Acquisition Tips for Technical Support Managers

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My Personal Experience with Acquisitions!

- Worked at NCR when acquired by AT&T

- Joined PeopleSoft in 1994

- Member of PeopleSoft Support senior management team during acquisition of Vantive Corporation

- Involved in technology integration of JDEdwards

- PeopleSoft Support at time of Oracle acquisition
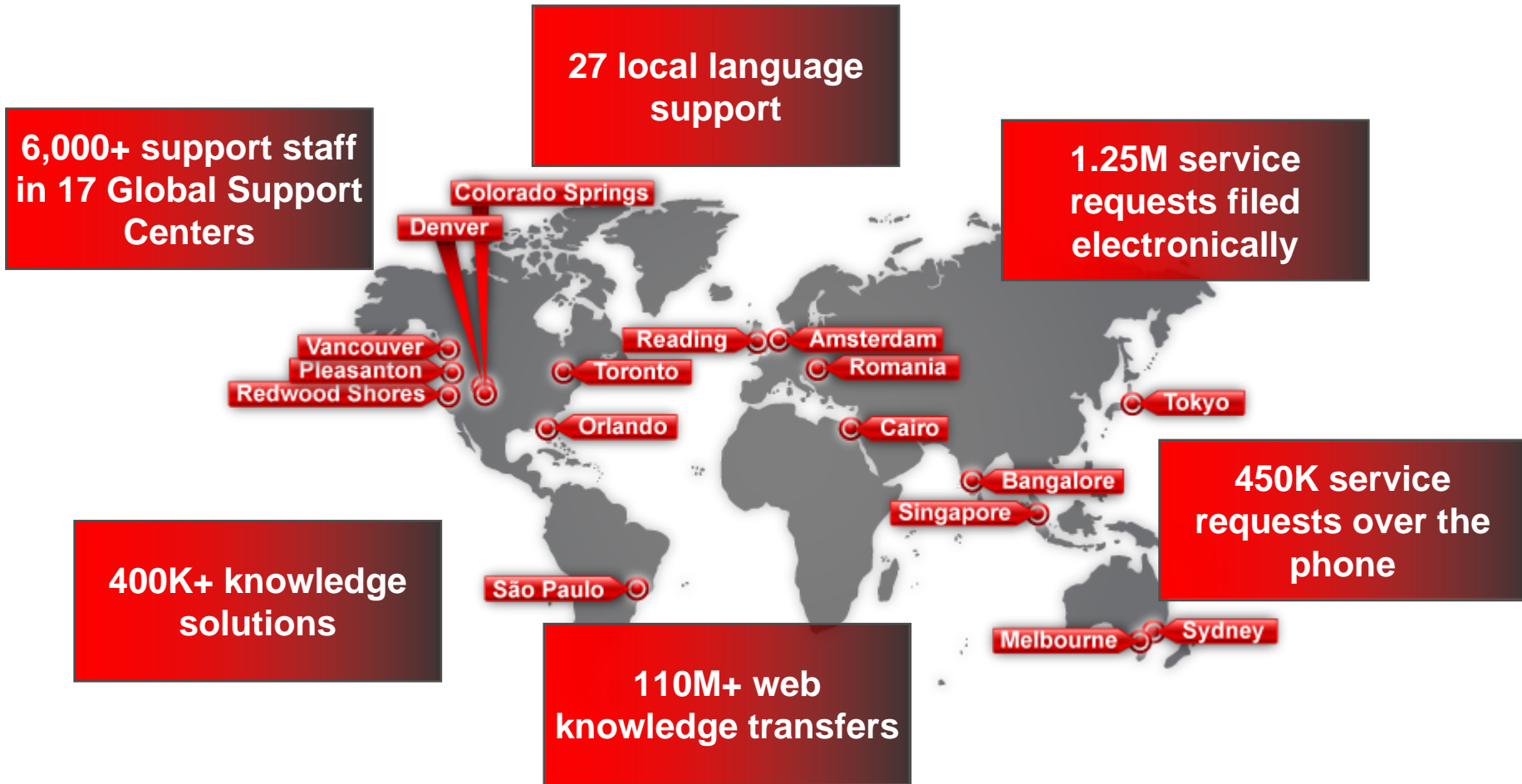
- Oracle has been very active since ….

A RECENT HISTORY ….

| 2005 | 2006 | 2007 |
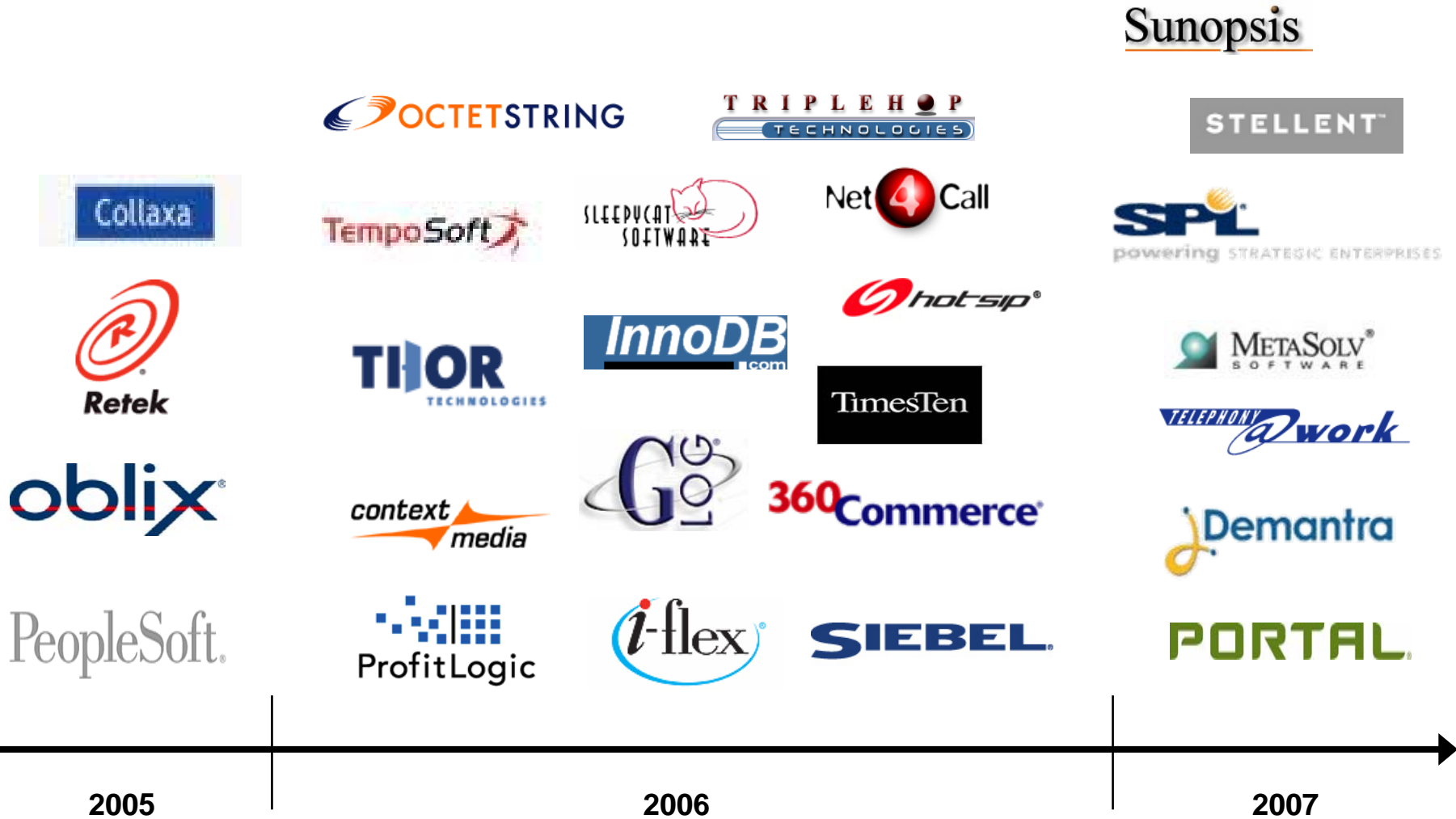
The Advantages of Scale

- One of the key reasons for an acquisition is often the ability to leverage scale
  - Oracle acquired PeopleSoft / JDEdwards for the 11,000+ customer base, almost doubling Oracle's global ERP customer base
  - Provided industry leading products in specific markets complementary to Oracle's strengths
    - PeopleSoft HCM
    - JDEdwards Mid-Market focus
- Oracle Global Product Support represents this scale

Global Reach

27 local language support

6,000+ support staff in 17 Global Support Centers

1.25M service requests filed electronically

Colorado Springs

Denver

Vancouver
Pleasanton
Redwood Shores

Reading — Amsterdam

Toronto

Romania

Orlando

Cairo

Tokyo

Bangalore

Singapore

450K service requests over the phone

400K+ knowledge solutions

São Paulo

Melbourne — Sydney

110M+ web knowledge transfers

The Best Advice Available

- When you are a participant in an acquisition (willing or not , acquirer or acquired), there are a number of decision points that you will face

- With each of these, you need to carefully consider your response
  - How do I behave during this uncertain time?
  - How do I approach the integration discussions?
  - How do I respond to my team's questions?

- The goal of this presentation is to try and help you through this process and answer these questions

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1. Be Positive

2. Keep Doing Your Job

3. Don't Speculate!

4. Be Open & Co-operative

5. Expect & Embrace Change

6. Expect & Plan for Attrition

7. Best Practice: Not Better Practice

8. Never Forget Who Pays The Bills!

Tips for a Technical Support Manager involved in an Acquisition

1. Be Positive

2. Keep Doing Your Job

3. Don't Speculate!

4. Be Open & Cooperative

5. Expect & Embrace Change

6. Expect & Plan for Attrition

7. Best Practice: Not Better Practice

8. Never Forget Who Pays The Bills!

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QUESTIONS
ANSWERS

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