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Vice President

Real-Time Collaboration Products

Oracle Corporation

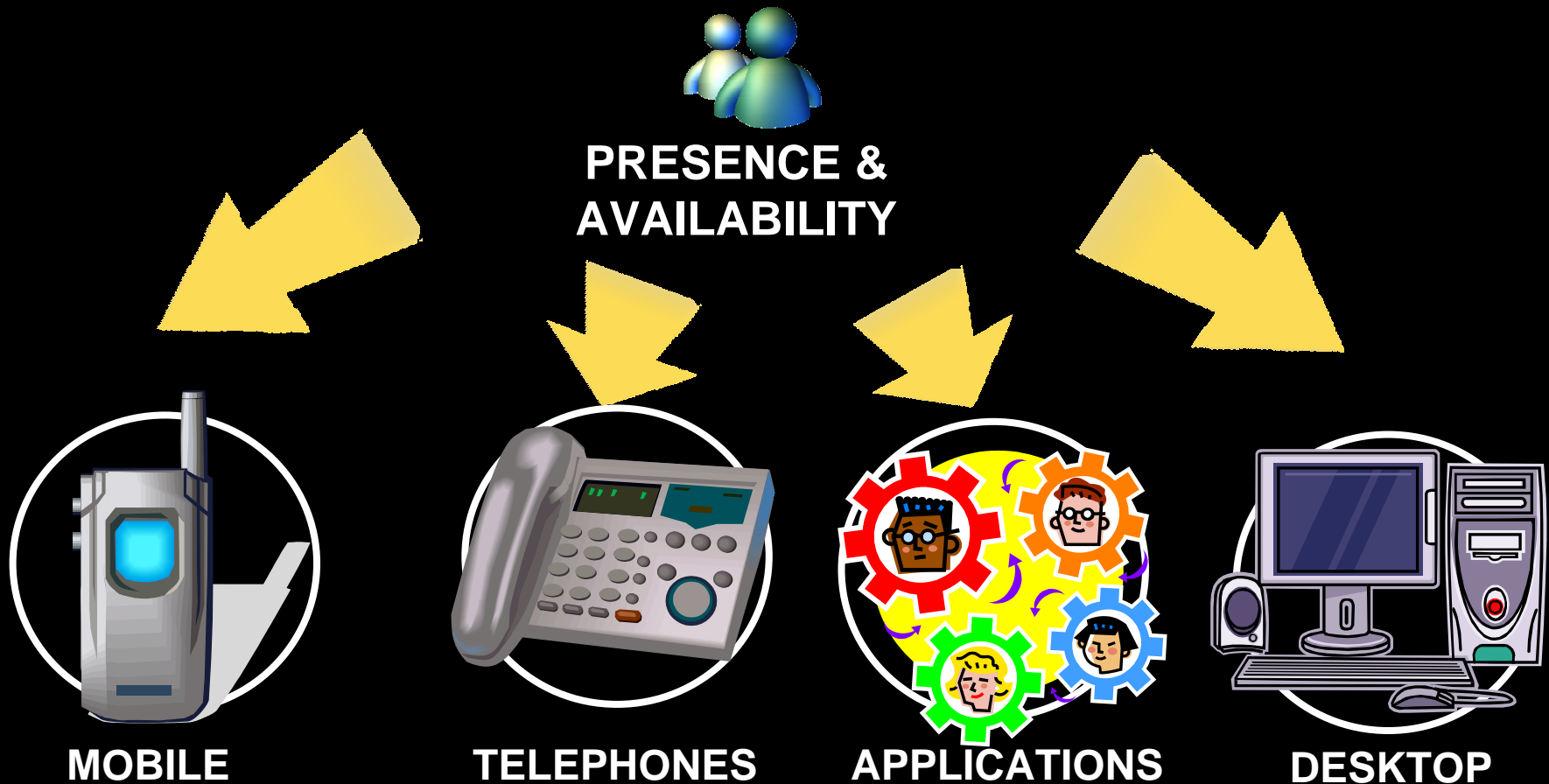
PRESENCE in Enterprise

- IMPROVED communication & collaboration
 - IM, Phone Calls,.....
- EXPEDITED existing BUSINESS Workflows
 - Everywhere there is a PERSON involved
 - Presence could drive the work flows
- NEW BUSINESS Workflows
 - Individual or group based interactions within or outside

Enterprise S/W evolution since 1995

- BROWSER
 - Access to Enterprise Data & Workflows
 - “INTERNET CHANGES EVERYTHING”
- What NEXT?
 - PRESENCE information will EXPEDITE & FACILITATE better interactions

Enterprise PRESENCE Islands



MOBILE

TELEPHONES

APPLICATIONS

DESKTOP

ORACLE®

Enterprise PRESENCE Applications



Communications
&
Collaboration

PRESENCE &
AVAILABILITY

Business Applications
ERP, CRM, SCM...

Enterprise PRESENCE Infrastructure

Secure

- NAME SPACE
- PRIVACY PROTECTION
- POLICY DRIVEN
- ENCRYPTION OF TRANSMISSION

Reliable

- 24 X 7
- REAL-TIME
- UNBREAKABLE

Extensible

- FEDERATION FROM ALL SOURCES
- SUPPORT FOR ALL ROUTING LOGIC
- ABSTRACTION FOR GROUP INTERACTIONS

**Standards
Based**

- SIP FOR SIGNALLING
- STANDARDS COMPLIANT CLIENTS (IP-PHONES, MESSENGERS,...)
- WSDL

Oracle Real-Time Collaboration Roadmap



2003

- WEB CONF.
- PLAYBACK
- *WEB SERVICES*

2005

- PRESENCE
- IM
- CHAT
- *DESKTOP SDK*
- *WEB SERVICES*

Futures

- APPLICATIONS
- PRESENCE++
- *WEB SERVICES*
- *PHONE INTEGRATION*

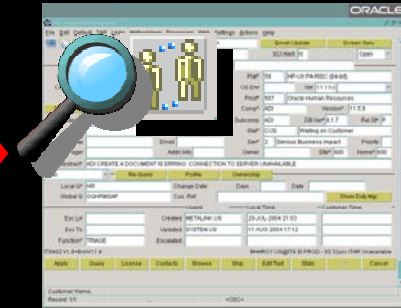
Oracle Support Services

- \$Billion Dollar Business Unit
- Few Thousand professionals
 - Australia, India, Ireland, Israel, US
- Support worldwide customer base on a 24X7

Oracle Collaborative Support



Customer Service

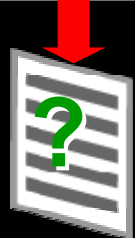


ITS Enhancer
(legacy Java app)

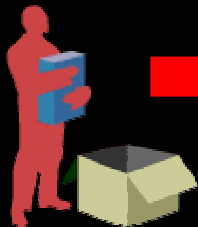


Starts a conference:

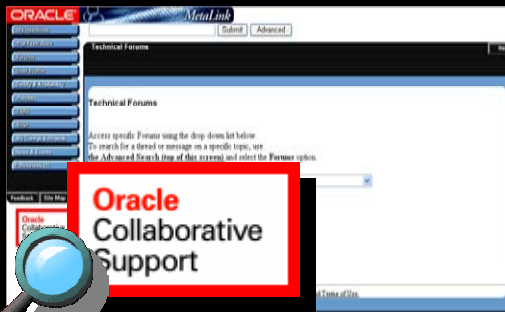
- Conference title is the TAR #
- Desktop Sharing
- Chat window displayed



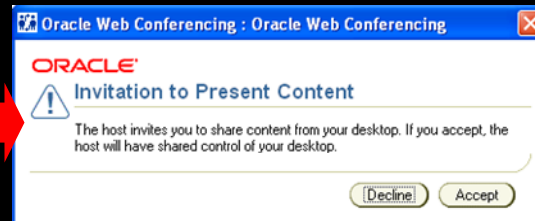
Feedback Form



Customer



Metalink

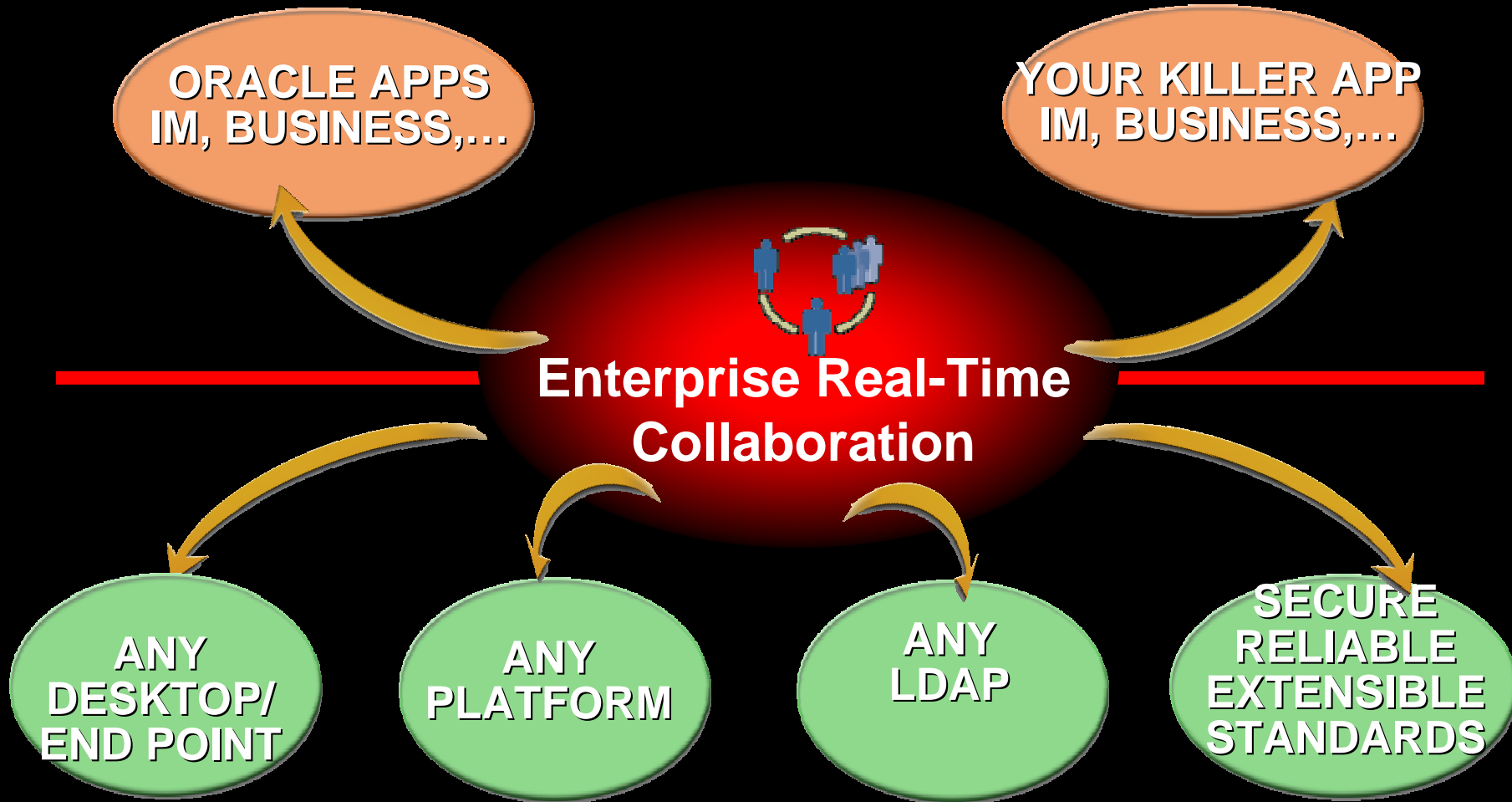


On "Accept"
Desktop shared
with shared
control to support
analyst

Improved Customer Satisfaction

- **43 Days -> 17 Days -> 7 Days -> 3 Days**
- **Skill Identification**
Web Conferencing
Integrated Presence
Enhanced Collaboration
Increased Satisfaction

Enterprise PRESENCE Infrastructure



Summary

- PRESENCE by itself is not much of use
BUT...
- PRESENCE AGGREGATION in the
ENTERPRISE will happen
- PRESENCE ENABLED WORKFLOWS that
empower the ENTERPRISE

A large, semi-transparent grey 'Q&A' logo is centered in the background. The 'Q' is a large, rounded letter, and the 'A' is a tall, blocky letter. A bright red ampersand is superimposed over the 'Q' and 'A'.

QUESTIONS
ANSWERS