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Subject: **JD Edwards EnterpriseOne Mobile Sales End of Life**

IMPORTANT PRODUCT UPDATE

With global, fast paced change, JD Edwards' customers depend on Oracle to stay abreast of technology advances that make our solutions more affordable, functional and easier to use. In addition, Oracle is committed to an on-going process of reviewing the products we deliver to ensure the highest value to our customers. Adoption of JD Edwards EnterpriseOne Mobile Sales and the proliferation of mobile broadband connectivity mean a change in direction for JD Edwards EnterpriseOne Mobile Sales product.

CHANGE IN JD EDWARDS ENTERPRISEONE MOBILE SALES PRODUCT STRATEGY

Advancements in mobile computing have resulted in less demand for JD Edwards EnterpriseOne Mobile Sales. In Addition, JD Edwards EnterpriseOne Mobile Sales is reliant upon third party technology provided by Nokia, and Nokia is retiring this technology. Nokia recently announced their plans to end of life the technology which JD Edwards EnterpriseOne Mobile Sales relies upon effective December 31, 2010. At that time Nokia will no longer provide fixes or technology updates to Oracle. Given these circumstances, JD Edwards EnterpriseOne is retiring Mobile Sales. The remainder of this letter will provide information on the retirement and support plan for existing JD Edwards EnterpriseOne Mobile Sales customers. There is also a FAQ that provides a wealth of information to help you understand the impact and options available to you.

MOBILE SALES RETIREMENT AND SUPPORT FACTS

- Effective immediately, Oracle no longer offers the JD Edwards EnterpriseOne Mobile Sales to new customers or existing customers who have not previously purchased Mobile Sales.
- Premier support for JD Edwards EnterpriseOne Mobile Sales ends on December 31, 2010. After this date, Mobile Sales will be placed on Sustaining Support which will continue to provide customers with expert assistance and pre-existing fixes for known issues.

Although Mobile Sales will not be available to new JD Edwards EnterpriseOne customers, Oracle is committed to continued support for those customers who have implemented this feature. In order to accomplish this, Premier Support for Mobile Sales will be provided through December 31, 2010. This will allow customers time to plan and execute migration strategies. After this date, Mobile Sales will be placed on Sustaining Support which will continue to provide our customers with expert assistance and pre-existing fixes for known issues.



Note – JD Edwards EnterpriseOne Mobile Sales sole function enabled disconnected Sales Force Automation (SFA) features. Customers using Sales Force Automation will still retain all SFA features and functions in a connected mode.

WHAT TO EXPECT

For Mobile Sales, customers can expect continued first class support until the announced retirement date. This includes Premier support through December 31, 2010, after which Sustaining support will continue. And, you can be assured that Oracle will continue to provide compelling options for JD Edwards EnterpriseOne customers that require mobile solutions. Customers have a variety of options to consider as migration strategies, including:

- Consider replacing Mobile Sales with connected, mobile broadband networks which provide high-speed Internet access. This technology is an easy to adopt, affordable alternative for mobile users that typically work in areas that have cellular coverage.
- Some customers may consider taking advantage of JD Edwards’s support of Microsoft Windows Mobile, wherein JD Edwards EnterpriseOne applications can be run from Windows mobile smart phones. **Note** – This approach requires custom development.
- For those customers that wish to extend the CRM SFA feature set beyond current capabilities, we recommend that customers consider Oracle CRM On Demand as an alternative that provides connected mobile features, as well as enhanced SFA capabilities. To maintain the JD Edwards Total Cost of Ownership via native business process integrations, we are pleased to announce prepackaged integration between JD Edwards EnterpriseOne and Oracle CRM OD. This new integration solution is delivered as a Process Integration Pack (PIP) on Oracles Application Integration Architecture (AIA). The PIP product name is “Oracle CRM OD Integration Pack for JD Edwards EnterpriseOne: Lead To Order.” This PIP may be purchased today.
- Independent Solution Vendors (ISV) – There are ISVs in the Oracle Partner Network that offer disconnected mobility solutions. Customers may want to review these solutions to determine if an available ISV solution is an alternative strategy. Examples:
 - RFSmart (<http://solutions.oracle.com/solutions/icsfl/rfsmart>)
 - RFgen (<http://solutions.oracle.com/partners/rfgen>)
 - DSI (<http://solutions.oracle.com/partners/dsionline>)

IMPORTANT DETAILS

- Effectively immediately Mobile Sales will no longer be offered to new customers.
- As of December 31, 2010, Premier Support for Mobile Sales will expire and sustaining support begins.



- Mobile Sales is not supported on release JD Edwards EnterpriseOne 9.0. JD Edwards EnterpriseOne 8.11 and 8.12 Mobile Sales customers planning upgrades to release 9.0 will need to re-evaluate their Mobile Sales requirements and available options and plan migration strategies to align current needs to available options.

Note – If you are a JD Edwards EnterpriseOne Mobile Sales customer on the iSeries platform it should be noted that JD Edwards EnterpriseOne 8.11 (inclusive of 8.11 SP1) and 8.12 only support Mobile sales on JD Edwards EnterpriseOne Tools 8.96. Tools 8.96 is currently supported at the “Sustaining Support” level only. This policy is aligned to Nokia’s available support policy for the iSeries platform. Nokia ended support for the iSeries in their current release.

VALUABLE RESOURCES

There are resources available to assist you with more details in regards to this announcement:

- Oracle [Support](#) page provides detailed information for Premier and Sustaining support.
- Oracle Consulting is available to provide expertise from initial analysis and recommendations. For more information, please contact Steve.Reeter@oracle.com.
- Additional information in the JD Edwards EnterpriseOne Mobile Sales FAQ
- Information on Oracle CRM OD (<http://crmondemand.oracle.com/en/index.htm>)
- Oracle CRM OD Integration Pack for JD Edwards EnterpriseOne: Lead To Order – Data Sheet: (<http://www.oracle.com/applications/crm-on-demand-integration-pack-for-jd-edwards-enterpriseone-data-sheet.pdf>)

If you have additional questions or inquiries please contact your Account Executive.

Sincerely,

Lenley Hensarling
Group Vice President and General Manager
JD Edwards

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