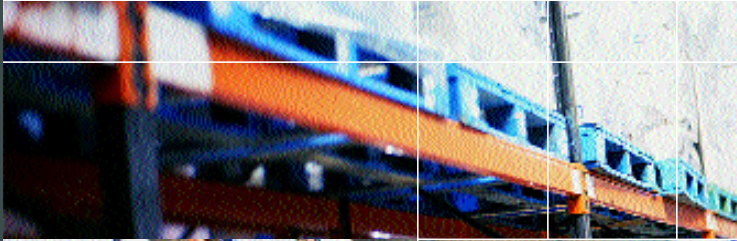




Oracle E-Business Suite Special Edition
Applications for the Small & Midsize Business



**Oracle E-Business Suite
Special Edition**



“As technology products and services become more available and affordable for small and midsize businesses, it is increasingly important to ensure that key needs are met and that vendors deliver their best”.

— GARTNER
IT Planning, Management and
Sourcing Crucial to SMB Success
20 August 2002

SIMPLY BUSINESS

Small and midsize companies confront many of the same challenges that face large multinational corporations.

They need to remain competitive in an increasingly crowded market, maintain revenue growth and profit margins, reduce costs without reducing quality, and operate more efficiently. And as if that's not enough to contend with, they must react quickly to changing market conditions, improve internal and external collaboration, meet rising customer demands, and comply with more laws and regulations.

Survival is the No. 1 business driver.

For companies that are expanding rapidly, these issues are magnified. How can they possibly tackle so many challenges with a limited budget or minimal staff? When time means money, there is no room for risk taking. Return on investment (ROI) needs to be measurable—and fast.

They need the power of enterprise business software to manage their most important business processes. But they need it to be affordable, easy to use, tailored to their business needs, faster to implement, and inexpensive to maintain.

Now, Oracle is making the power of its suite of software applications affordable for even the smallest of firms. Oracle E-Business Suite Special Edition is a fully integrated package of core business applications that includes consultancy, hardware, support, and training. Oracle E-Business Suite Special Edition delivers immediate value to small and midsize companies while reducing the risks inherent in traditional software implementations.

Oracle has worked with midmarket customers for more than a decade. Small and midsize companies in all industries have gained demonstrable value from using Oracle's applications to run their businesses. You can too.

“Oracle E-Business Suite Special Edition gives small and midsize businesses the functionality they need in order to compete effectively with world-leading organisations, at a fraction of the cost of a typical enterprise resource planning implementation”.

— JIM HOGAN
Chief Operating Officer
IsoTis-Switzerland

Oracle E-Business Suite Special Edition includes core business functionality:

- Financial Management
- Sales Management
- Customer Relationship Management
 - TeleSales
 - Field Sales
 - TeleService
- Purchasing
- Manufacturing
- Inventory Management
- Service and Support
- Reporting and Analysis

INCREASE YOUR COMPETITIVE ADVANTAGE

Competition is now coming from many different directions—in the form of cheaper imports, leaner, Web-based vendors, and larger players, often the result of mergers and acquisitions. With more customers preferring to buy on the basis of price rather than quality, the pressure is on. And margins are being squeezed across the board.

The traditional reaction to such pressures has been to reduce spending. This means that smaller firms have not invested as much in IT as their larger counterparts have done. The result is a vicious circle. Small and medium-size companies still struggle with inadequate information and manual business processes, whereas technologically advanced competitors operate faster and more efficiently with the automated systems they have come to take for granted.

But to remain competitive, smaller companies need to match the business sophistication of larger firms. Oracle E-Business Suite Special Edition now brings the power of Oracle's enterprise-class business applications to even the smallest of companies, at a scale and a price that meet their needs.

Reduce Your Costs, Not Your Quality

Traditional cost-cutting measures such as freezing budgets and salaries, suspending research and development, and reducing staff numbers only lead to poorer quality and, ultimately, to stagnation and decline. Unfortunately, many firms believe these to be their only available options.

To reduce costs intelligently, you need to have a firm understanding and control of your cost structures. A chaotic IT infrastructure, lack of formal approval processes, maverick spending, mismatches between orders and inventory, poor debtor visibility—all these factors contribute to increased costs that tie up investment capital and reduce profitability.

Oracle E-Business Suite Special Edition provides small and midsize companies with all the tools they need in order to manage their businesses, reduce costs, and increase profitability and competitive advantage. From improving customer service at the point of order to reducing stock levels, to tracking spending and reducing costly errors, Oracle E-Business Suite Special Edition delivers value to all departments across your business.



“When evaluating new applications, SMBs must increase the importance they assign to pre-integrated business application solutions and to those solutions that have proven integration abilities”.

— GARTNER RESEARCH NOTE
**SMB Leaders to Focus on Collaboration
 and Interoperability**
 4 December 2002

CONSISTENT IT ENVIRONMENT

Business efficiency relies on the smooth running of IT systems.

But if your company is like most other small and midsize companies, you’ve tackled your technology requirements one purchase at a time, with little or no planning for the future. For a growing company, this ad hoc approach can soon become a millstone. Your business may be poised for expansion, but if you’re running a mishmash of IT systems that don’t work together, you’ll find it hard to progress.

Across industries, many of today’s systems are “a patchwork that is inherently inefficient”, according to *The Economist*, with firms spending 70 to 90 percent of their IT budgets “simply on keeping their systems running”.

One of the biggest problems caused by this situation is the lack of access to key information. Customer data is in one system, sales data in another, and financial data somewhere else. There is no way to get a complete view of the business, so it is almost impossible to analyse and plan accurately. Oracle E-Business Suite Special Edition changes all that. It provides a single view of employees, customers, suppliers, and products, so that everyone can access the same data. Moreover, it helps streamline business operations.

IMPROVE INTERNAL COLLABORATION

When your business first started, it was probably a small, close-knit team, and collaboration happened naturally. But as it has grown, collaboration has broken down. Purchasing, for example, isn’t getting an accurate picture of demand from Planning and Marketing. Manufacturing needs aren’t clearly articulated to Purchasing. Sales and Distribution aren’t updating Inventory. And none of this information is being accurately tracked into Finance.

Lack of internal collaboration affects businesses of all sizes, but whereas large enterprises often have enough resources and reserves to cope, small and midsize companies cannot develop without overcoming this challenge.

Oracle E-Business Suite Special Edition enables collaboration, which is key to business efficiency. When a customer places an order, Sales can check credit status, look at previous order history, and offer promotions; an agent can check stock levels and make accurate delivery promises; Purchasing can automatically replace the stock or order the components; and Manufacturing can adjust production so it is in line with demand. Finally, Finance can predict cash flow and reinvest in the business.

How can you derive real business value?

- Simplify your business
 - Become a better business partner
 - Unify operations on a single platform
 - Enhance visibility across the organization
 - Reduce the cost of operations
-

“The technology Oracle delivers is a business standard. We were therefore very interested when we heard that Oracle E-Business Suite Special Edition had been launched especially for small and midsize enterprises. We also believe that Linux is a very stable platform—and the right choice for smaller companies that want to grow but cannot afford a large investment”.

— CARLO NICCOLINI
Director
Servizi Ambientali Area Fiorentina (SAFI)

Oracle E-Business Suite Special Edition allows you to

- Control your business
 - Grow your business
 - Manage costs
 - Increase profit
-

Get Smarter Information—Fast

What you don't know can hurt you. The inability to identify inefficient operations, poorly performing suppliers, and changing customer demand limits your ability to achieve excellence in all facets of your business. You cannot access and synchronise shared information when each system holds a slightly different set of data and there is no single source of truth—even though you may spend a fortune on integration.

It doesn't have to be like this. Your business collects a wealth of data every day. This data serves the needs of your daily operations, and it also holds the key to competitive advantage.

The built-in business intelligence of Oracle E-Business Suite Special Edition unlocks the potential of your business, giving you the ability to make smarter, fact-based decisions. Because the business intelligence and the data are in a single system, you get real-time information.

With Oracle's single data model, you don't need to build separate data warehouses to consolidate fragmented data. Trust a single source of truth to turn information into immediate knowledge. This gives you the confidence to control your business and gain instant visibility into accurate information.

Improve External Collaboration

Are you a strategic partner for your customers? Do you treat your suppliers as strategic partners?

If you are not providing proactive information and services to your customers or giving them secure access to your systems 24/7, they probably do not see you as a strategic partner. In fact, they may have a better relationship with one of your competitors. Similarly, if your suppliers are not able to get accurate forecasting information or regular reports on how well they are serving your business, then you are probably paying too much for products and not getting the best service.

Collaborating with customers, partners, suppliers, and contractors is essential to increasing business and reducing costs. Large enterprises have known this for some time. Now, Oracle E-Business Suite Special Edition enables small and midsize companies to benefit immediately from the competitive advantage that collaboration brings. The best way to increase your strategic importance, reduce your stock levels, and offer the best prices is by integrating your systems with those of your customers. This gives you better forecasts while giving customers visibility into your stock. They feel more confident in placing orders with you rather than with your rivals.

“Smaller companies need to increase their competitiveness but are often held back by the cost and time it takes to implement core systems. Oracle’s extended Special Edition not only provides a strong solution for such companies, but does so at very low risk”.

— NIGEL MONTGOMERY
The AMR Research Alert
**Manufacturers Are the Big Winners as
ERP Vendors Battle for Midmarket**
1 December 2003

Improving Sales and Service

Small firms may be thinking more about simple survival than about increasing revenue. An inward focus can pinpoint areas where efficiencies can be achieved. But ignore the wider market at your peril—more-dynamic competitors may overtake you while your energies are focused elsewhere.

Large enterprises have adopted best practices to enable them to manage their costs effectively while they increase sales and customer service. These tools are now available to small and midsize companies in the form of Oracle E-Business Suite Special Edition.

Traditionally, as companies have grown, they’ve needed extra head count to manage the increased volume of business and to improve customer service. With Oracle E-Business Suite Special Edition, however, you can handle significantly increased volumes of business through automated telesales and field sales applications that enable you to do more with fewer resources. This allows you to become more profitable.

The TeleService module of Oracle E-Business Suite Special Edition enables you to increase the effectiveness of your telephone-support and customer-service teams—through better knowledge sharing, faster resolution of issues, and greater productivity. Moreover, it helps you identify up-sell opportunities.

Legislation and Standards

Businesses are overwhelmed by constantly changing legislative and regulatory requirements. Ensuring that your company is meeting its legal and commercial obligations is critical, especially when the penalty for failure may be a significant fine or even imprisonment.

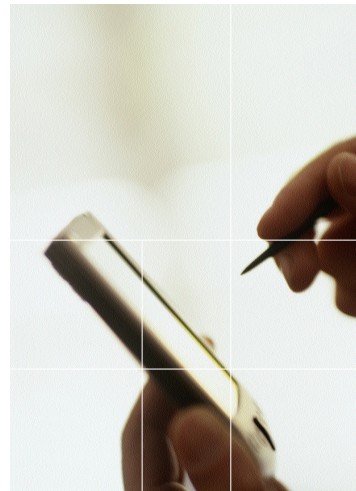
New International Accounting Standards (IAS) are being adopted across Europe and elsewhere. Existing processes and IT systems may not be able to cope with the increased requirements for information sharing—not only internally but also externally, among shareholders and government agencies—or with the wider adoption of new standards across most industries.

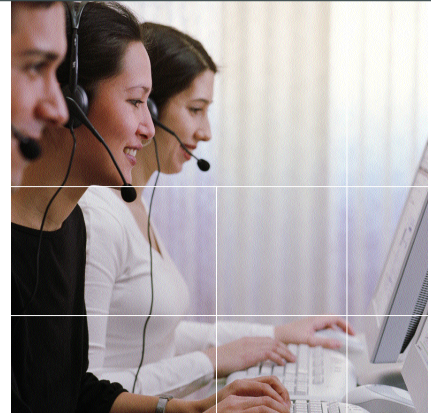
Oracle is the leader in financial and business solutions that enable companies of all sizes to meet these increasingly stringent obligations. Companies in all industries rely on Oracle E-Business Suite Special Edition, which helps them meet local and international reporting requirements.

Because Oracle E-Business Suite Special Edition integrates the processes across your business and provides detailed reporting and business intelligence, you can help ensure that all requirements are being met and, if necessary, take corrective action immediately.

With Oracle E-Business Suite Special Edition, you can

- Automate routine tasks and focus on strategy
- Improve customer service and satisfaction
- Manage by fact





Oracle customers have achieved these savings:

- Reduce invoicing time by as much as 50 percent.
 - Reduce monthly closing time by as much as 85 percent.
 - Increase forecast accuracy by as much as 80 percent.
 - Increase profit margin by as much as 15 percent.
 - Reduce cost of sales by as much as 15 percent.
-

Oracle E-Business Suite Special Edition: Power Made Affordable

Oracle understands the pressures small and midsize companies face in deploying information technologies while trying to keep costs down. Oracle E-Business Suite Special Edition is fully integrated to meet your needs. It incorporates core business applications for departmental operations, enables business control and decision support, adopts a rapid implementation process to help ensure fast return on investment, and is expandable as your business grows.

The Answer for Financial Management

Financial management is the core of business operations and reporting—especially in today’s regulatory environment, in which ensuring financial integrity is more crucial than ever. But financial managers of small and midsize companies are often dependent on multiple and, in many cases, outdated systems of financial management.

Fragmentation of systems, with inherent rekeying and uploading or downloading of data, makes it challenging to transact daily financial activities with accuracy and efficiency—and next to impossible to monitor the daily financial position.

Oracle allows you to consolidate financial management into a single system, so you can get real-time information management and on-demand reporting. The combination of reliable financial management and precise reporting gives you financial confidence, business control, cash management, rapid closing of accounts, and ongoing viability.

The Answer for Telesales Management

Selling is often a team effort, but a lack of integration among sales channels can lead to customer frustration or lost opportunities. That’s why medium-size businesses are seeking true multichannel solutions.

Oracle TeleSales, an application for inbound telesales and outbound telemarketing agents, works seamlessly with Oracle Field Sales, allowing you to connect all sales channels and create a virtual sales team.

Oracle TeleSales pulls your information together in one place, so that all sales teams can share leads, opportunities, quotes, contracts, notes, tasks, and other relevant customer data. This helps boost agent productivity and provides the best customer experience, enabling you to achieve higher win rates and lower sales costs.



“We needed a better solution to meet our growth objectives, a system with internet architecture, workflow, and business intelligence. Additionally, the ability to collaborate with our distribution network was highly important to us. The completeness of Oracle E-Business Suite Special Edition convinced us that this was the right system for a small and midsize enterprise such as ours”.

— JACQUES FREYDRICH
General Manager
Neil Pryde-France

The Answer for Sales Management

Selling is an increasingly complex and costly process. In a challenging economic environment, small and midsize businesses are looking for ways to accelerate the sales cycle and maximise every selling opportunity.

Oracle Field Sales automates and simplifies the entire sales cycle while helping you reduce costs. It includes powerful capabilities for lead and opportunity management, customer and contact management, quote and order management, sales forecasting, and intelligence and analytics, such as win/loss analysis.

Oracle Field Sales brings together customer and sales intelligence across all interaction channels, which helps your representatives focus on high-value deals and enables more-effective team selling. With the option of Oracle Sales Offline, Oracle’s mobile sales solution, key customer and sales information is available anytime, anywhere, for faster and more profitable sales.

The Answer for Order Management

With the arrival of the internet and the removal of traditional trade barriers, the number of suppliers vying for a customer’s business has multiplied. Customers are ordering from suppliers across the globe, and local loyalties have given way to a drive for the best price and the best service—wherever that comes from.

To retain more customers and acquire more business, companies must supply goods confidently and fulfill orders accurately and on time. Small and midsize companies increasingly require real-time visibility of their internal manufacturing and distribution capabilities integrated into their order management systems, so they can ensure that promises are completely met.

To increase profitability, companies need to handle increased order volumes with reduced resources, while ensuring that they are selling their most profitable products to their most creditworthy customers.

Oracle E-Business Suite Special Edition includes Oracle Order Management, which helps you to increase business, reduce errors, increase sales order productivity, make accurate promises, and provide complete visibility across your order-to-cash processes.

Oracle customers have achieved these savings:

- Increase sales revenue by as much as 20 to 40 percent.
 - Increase sales force productivity by as much as 15 to 20 percent.
 - Reduce order entry time by as much as 75 percent.
 - Decrease order entry costs by as much as 40 percent.
-

“Star Agro looked at Navision and SAP but was disappointed in the prices quoted for the software and implementation. Effective inventory control was a key consideration—and Special Edition was seen as very strong in comparison. Star Agro also needed the assurance that the solution could expand seamlessly. Oracle E-Business Suite Special Edition's functionality, affordability, scalability, and rapid implementation convinced them that this was the right solution”.

— GREGOR REGITTNIG
Chief Information Officer
R3 Solutions-Austria

Star Agro Handels

Star Agro Handels is a wholesaler and retailer of pesticides, based in Austria and with sales in France, Germany, Luxembourg, and Latvia. The company has 50 employees and a turnover of around €20 million. It wanted a scalable e-business solution that would be up and running quickly and able to provide inventory control as well as financial management. The company chose Oracle E-Business Suite Special Edition from R3 Solutions, an Oracle partner in Austria that specialises in software for midmarket companies.

Oracle customers have achieved these savings:

- Reduce procurement costs by as much as 20 percent.
- Reduce manufacturing costs by as much as 15 percent.
- Reduce purchase processing time by as much as 85 percent.
- Increase manufacturing labour productivity by as much as 50 percent.

The Answer for Purchasing Management

Procurement represents a critical opportunity to cut costs in the supply chain. Traditionally, procurement processes have been manual and paper-based, resulting in inefficiencies, inaccuracies, and waste. The remedy for all this is to automate procurement processes.

Oracle gives you a complete procurement solution, including functionality for innovative supply base management, requisitions, receiving, purchase orders, document approvals, and security, as well as for invoice matching and payment. With a single purchasing system and an integrated workflow, your procurement management can become more cost-effective and you can gain better business control.

Moreover, you can build solid, long-term relationships with your suppliers. This allows you to become a better business partner and achieve significant cost savings.

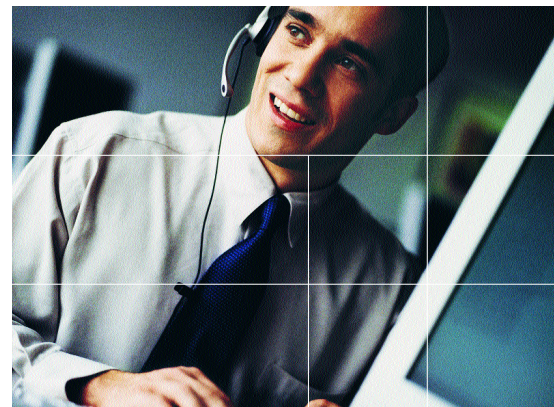
The Answer for Manufacturing Management

In today's volatile marketplace, companies must improve customer responsiveness and deliver high-quality products at the lowest price.

Oracle Discrete Manufacturing allows you to make personalised products faster and at lower cost. You can build to customer order, reduce production-cycle times, measure quality, and monitor costs.

The application supports engineer-to-order, discrete, flow, lot-based, and project manufacturing, so you can deploy the best manufacturing method for each product.

Oracle Discrete Manufacturing manages the complete lifecycle and includes these components: Oracle Engineering, Oracle Bills of Material, Oracle Work in Process, Oracle Quality Management, and Oracle Cost Management.



“As we started selling Oracle E-Business Suite Special Edition, we immediately understood that Oracle’s enterprise resource planning solution for midsize companies was exactly what we were looking for ourselves. Using Special Edition for our internal finance and service management departments will make us the ideal reference for our own customers. We will be offering customers the same software we have chosen for ourselves”.

— CORRADO BERETTA
Chief Executive Officer
Net & Sys Engineering

The Answer for Inventory and Distribution Management

Manufacturing, distribution, retail, and service companies alike rely on accurate inventory information. Inventory alone accounts for the bulk of working capital in many companies. This highlights the need to maximise inventory turns while maintaining high customer-service levels.

Oracle’s inventory solution promotes efficient material movement while maintaining a controlled environment for tracking inventory across demand requirements. Because inventory is integrated with purchasing and order management, process transaction management and decision making are based on fact—they are not projections based on probability.

This integration reduces working capital by helping you increase inventory turns and reduce inventory levels while maintaining customer-service levels. With real-time updates, you can get accurate inventory visibility and the ability to manage expectations quickly and proactively.

The Answer for Service Management

The days of reactive customer service are over. Quality customer service is what differentiates a successful midsize business from an unsuccessful one.

Oracle TeleService drives profitability, by giving agents the information they need for resolving customer inquiries quickly and accurately. This contact centre desktop application can update customer records, validate product ownership and contract coverage, and tap into knowledge bases to resolve problems at first contact. The comprehensive view of customers uncovers cross-selling opportunities to boost revenue.

Management can use the advanced analytics of the application to measure service centre performance and respond to critical problems before they affect the quality of service.

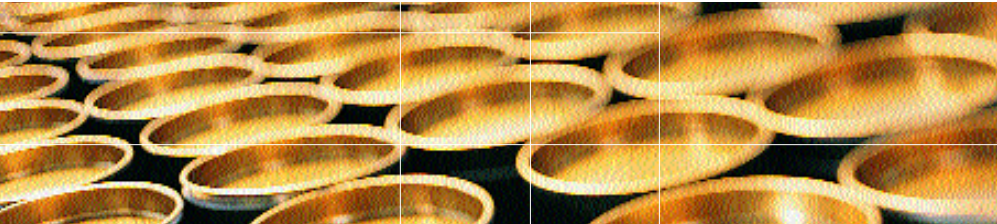
Gain Enterprise Visibility to Make Better Business Decisions

Oracle’s built-in business intelligence unlocks the potential of your business data, giving you the ability to make smarter, fact-based decisions. Because the business intelligence and the data are in a single system, you get real-time information.

With Oracle’s single data model, you don’t need to build separate data warehouses to consolidate fragmented data. You can trust a single source of truth to turn information into immediate knowledge.

Oracle customers have achieved these savings:

- Reduce shipping errors by as much as 80 to 100 percent.
- Decrease inventory carrying costs by as much as 60 percent.
- Decrease fulfilment time by as much as 50 percent.
- Reduce delivery lead time by as much as 65 percent.
- Increase service productivity by as much as 100 percent.
- Turn your support organisation into a profit centre.



Choosing the right business applications is key to attaining competitive advantage.

But there's more to it than that. To have a fully functioning system, you also need hardware, installation, configuration, personalisation, training, and support. Oracle E-Business Suite Special Edition includes all these components for a single price. There are no hidden costs, and you can realise business benefits almost immediately.

Rapid Return on Investment, Lowest Total Cost of Ownership

The time it takes your business solution to get up and running is a critical success factor that many companies overlook. The longer it takes to install, the longer you'll wait for business benefits.

Oracle's solutions for small and midsize businesses are easy to install, use, and maintain—and to expand when the time comes. Moreover, they have the lowest total cost of ownership. With Oracle E-Business Suite Special Edition, you could be seeing the return on your investment within a few weeks.

Fixed Scope, Fixed Time, Fixed Cost

One of the biggest concerns companies have about investing in business software is that they might incur unpredictable IT costs. What seems a bargain initially can turn out to cost a great deal more before it's up and running to their satisfaction.

Oracle E-Business Suite Special Edition offers you the peace of mind that comes from three contractual givens: a fixed scope for the entire project, a fixed implementation time, and a fixed cost.

Technology

If your business is like most other small and midsize companies, you've met technology demands one purchase at a time. Now you're ready to take the company to the next level, but you're constrained by a scattered and fragmented infrastructure.

Only Oracle allows you to unify business processes on a single, integrated business platform in which all components function as one. Oracle provides a single data model that stores information across a full range of applications, which enables information sharing across the organisation.

“Oracle applications are 100-percent Web-enabled, whereas the competition is still operating in client/server mode. We needed to get better business information, with detailed analyses of the most profitable lines, top sellers, optimum pricing, and other key parameters. The business intelligence function in Special Edition will provide immediate access to whatever information we need”.

— FRANCISCO MATEO
Director of Information Technology
Pronautic-Spain

Fully Expandable

Oracle gives you the flexibility to add modular functionality to accommodate your specific operational needs. With Oracle's single architecture, it is easy to expand your company or improve the performance of individual areas of your business, such as the supply chain, manufacturing, and sales.

As your company continues to grow, you'll have the comfort of knowing that your business solution will grow with you, quickly and affordably.

Education and Training

Oracle Education has a world-class faculty and a top-notch curriculum. We're here to support your project team at the right time to reduce implementation expenses, minimise risk, and accelerate the adoption of new Oracle solutions.

Oracle E-Business Suite Special Edition comes complete with access to Oracle University Online. Your employees can access role-based training from any location.

Tailored Industry Solutions

What makes your business distinctive? Companies in your industry have special requirements, and you need a trusted adviser to help you achieve success on your own playing field.

With thousands of customers across all industries, and with an extensive collection of best practices and references, Oracle has the expertise to help you run your business with confidence.

Oracle On Demand

Oracle On Demand puts your IT infrastructure in the hands of dedicated experts, which helps reduce the costs and the headaches of IT management. Oracle On Demand is designed to meet the needs of any enterprise, large or small. With Oracle On Demand, you can achieve these benefits:

- Better system management
- Lower, predictable IT costs
- Freedom to focus on your core business while we keep your systems running

Oracle solutions for all industries:

- Aerospace and defence
 - Automotive
 - Central government
 - Chemicals
 - Communications
 - CPG
 - Energy
 - Engineering and construction
 - Financial services
 - Government
 - Healthcare
 - High technology
 - Higher education
 - Industrial manufacturing
 - Life sciences
 - Local government
 - Professional services
 - Retail
 - Travel and transportation
 - Utilities
-

“With Oracle E-Business Suite Special Edition, we have added an out-of-the-box application to our portfolio. This new solution allows us to reduce implementation costs even further, getting midsize customers up and running in a matter of days. This means that one of the most robust enterprise technologies in the world is now available to the midmarket at an affordable price”.

— TEJ CHOWDRY
Consulting Director
Astron Associates-Switzerland
Oracle Partner

Oracle Partners provide

- Local knowledge
- Local experience
- Local support
- Local solutions
- Local references

Oracle Partners

Oracle delivers a wide variety of services and solutions to our small and midsize customers through collaborative alliances. At all times, we are committed to delivering the highest quality of customer service.

Oracle’s extensive network of partners supports the needs of small and midsize companies. These partners have been specially trained to provide the highest quality of implementation and support for smaller organisations. They have years of experience in helping companies such as yours achieve their business objectives, along with extensive local market knowledge. They understand the unique challenges you face and can tailor solutions for your specific industry and regional requirements.

Oracle is providing extensive support and education to these partners so that we can meet our commitment to our customers in delivering the best and most innovative solutions, such as Oracle E-Business Suite Special Edition, while helping to ensure that these solutions are affordable and able to accommodate growth.

Oracle Partners Provide Unique Solutions for Your Company

Oracle partners can offer you uniquely customised solutions that map to your existing processes and that deliver value to your business from day 1. Our partners have also developed their own unique industry solutions that are built on Oracle E-Business Suite Special Edition. These solutions are tailored to companies with more-intricate and specialised needs.

At all times, you have the backup and the best practices that have given larger companies a global competitive advantage, but you get a price and packaging that meet the unique requirements of smaller companies.

Our partners are also trained and certified to be able to extend these solutions with the additional modules and functionality of the Oracle E-Business Suite. They can provide integration and migration services so that you can grow your business without having to change your underlying business systems with each new challenge. Visit oracle.com/industries to find out about the many industry solutions Oracle and its partners have developed.

NEXT STEPS

To learn more about Oracle solutions for small and midsize companies, visit oracle.com/solutions/mid.

Useful Links

To access the latest research on business issues facing small and midsize companies across Europe, the Middle East, and Africa or to receive regular newsletters on e-business news, go to www.oracle.com/start and enter the keyword "emeasme".

To see how Oracle customers have achieved the savings cited in this brochure, please visit oracle.com/solutions/mid and click on any of the customer references.



Oracle Corporation

For more information on Oracle solutions for small and midsize businesses, call your Oracle representative:

Africa	9714.3909181
Austria	0800.297592
Belgium	0800.73291
Czech Republic	800.142.386
Denmark	8088.1182
Finland	0800.113573
France	0800.906.405
Germany	0800.1.833516
Greece	00800.353.12020
Hungary	06.800.161.08
Ireland	1.850.Oracle
Italy	800.791.269
Luxembourg	0800.3266
Middle East	971.4390.9390
Netherlands	0800.022.2317
Norway	800.14411
Poland	00800.353.1273
Slovakia	02.5822.3456
South Africa	0800.994256
Spain	900.992922
Sweden	020.798798
Switzerland	0800.552576
UK	0870.8.768773

World Headquarters

500 Oracle Parkway
Redwood Shores,
CA 94065
U.S.A.

Worldwide Inquiries

Phone
+1.650.506.7000
+1.800.ORACLE1

Fax
+1.650.506.7200

oracle.com

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