THE IBM AND PEOPLESOFT ALLIANCE

UPTIME

we know

they know

REAL TIME

Q: What is the IBM and PeopleSoft alliance?

A: IBM and Peoplesoft have joined in an alliance to provide end-to-end, integrated enterprise solutions that quickly and easily connect customers, suppliers, partners and employees to business processes in real time. IBM has multiple partnerships with PeopleSoft, including platform, software and service implementation (consulting) alliances.

Q: What does it mean to "build an alliance"?

A: Alliances between IBM and other industry-leading technology companies, such as PeopleSoft, are an important way in which we bring together world-class resources to create the best e-business solutions on the market. Building an alliance means establishing a mutually beneficial relationship to deliver best-of-breed solutions to our customers.

Q: What advantages does each company bring to the alliance?

A: IBM and PeopleSoft are two proven e-business leaders with complementary offerings. The alliance combines the strength of PeopleSoft Pure Internet Architecture™ with IBM hardware, middleware and services to address the needs of every industry and every size customer. Together, we deliver a total solution—integrating servers, software and services for customers, and allowing them to move with agility in the market and position themselves for long-term growth and stability.

Q: On what principles is the IBM and PeopleSoft alliance based?

A: The IBM and PeopleSoft alliance is built on sharing technologies and strategies while leveraging each company's intellectual capital to create solutions that address business challenges faced by organizations of all sizes and in all industries. Our goal is to continue to provide customers with solutions to automate and integrate the fundamental business processes across their enterprise to realize maximum business value.

IBM | *e* business solutions | PeopleSoft.

Q: What differentiates the alliance and its offerings in the marketplace?

A: IBM and PeopleSoft have worked together since PeopleSoft's inception in 1987. The alliance has helped customers realize increased profitability, improved productivity and strengthened customer loyalty. Our two companies are dedicated to working together and coordinate closely through our support centers, research and development labs, and sales teams. The IBM and PeopleSoft International Competency Center (ICC), located at PeopleSoft headquarters in Pleasanton, California, runs benchmark and performance tests to optimize PeopleSoft applications on the complete set of IBM e-business infrastructure components, delivering solutions that provide high-performance computing power at a competitive price.

Q: What are the solution components?

A: IBM and PeopleSoft solutions include applications and infrastructure for connecting people to critical business processes in real time and the tools to allow them to effectively monitor and manage their business objectives. IBM offers open-standards-based hardware and software, complemented by the industry-leading resources and skills of the people of IBM Global Services and flexible financing from IBM Global Financing. PeopleSoft provides a full range of scalable, value-priced pure Internet applications, including solutions designed specifically for small and mid-sized organizations.

Q: What are the IBM e-business infrastructure components?

A: The IBM portfolio of offerings includes:

- *IBM @server systems*—With benchmark-setting performance, capacity-on-demand scalability and cross-platform interoperability, our powerful servers are the essential building blocks of every e-business infrastructure.

- *IBM WebSphere® software platform for e-business*—You can fully Web-enable your business using this comprehensive, scalable and flexible platform. IBM WebSphere Application Server and WebSphere Adapter are key components of PeopleSoft Pure Internet Architecture.

- *IBM DB2® Universal Database™*—You can access, manage and integrate all forms of information using DB2 Data Management Software. PeopleSoft's database of choice, it provides exceptional scalability and availability across platforms.

- *IBM storage solutions*—Take the risk out of implementing storage networks with our tested and proven storage products, software and services. IBM TotalStorage™ products enable you to build high-performance, easily implemented storage solutions with world-class reliability.

- *Tivoli® solutions*—We help ensure the integrity, availability and security of your enterprise with a full range of products enabling centralized information technology system management and security.

- *Lotus® solutions*—This leading workflow and collaboration middleware can help you leverage the know-how of your entire enterprise and enable more effective communication.

Q: What applications does the PeopleSoft product line feature?

A: PeopleSoft's integrated, best-of-breed applications include:

- *Customer Relationship Management*—Lets you manage sales activities, marketing programs, and support and service functions. Using PeopleSoft's embedded analytics, you can acquire enterprisewide information to better understand your customers, anticipate their needs and influence their decisions.

- *Enterprise Performance Management*—Enables you to gather, analyze and report on all types of organizational data. With this information, your customers, suppliers and employees can connect to set goals, develop plans and measure progress.
- *Enterprise Service Automation*—Allows you to manage your operating costs (the expenses incurred from contracted services and internal projects—the largest hidden costs facing businesses today) using two complementary solutions:
  - *Financial Management*—Gives all your employees the tools, information and insights they need to detect problems earlier and take action faster.
  - *Human Capital Management*—Lets your organization manage all its human resources business processes—from recruitment to retirement—with pure Internet applications built on a best-practices performance record of more than ten years.
- *Portal Solutions*—Provides a complete infrastructure solution enabling your organization to build a customized, role-based homepage to serve as the single gateway to all your critical information—such as PeopleSoft business applications, databases and applications from other vendors, and external content.
- *Supplier Relationship Management*—Allows you to extend critical business processes to your suppliers. You can manage all categories of spend and view supplier capabilities and history.
- *Supply Chain Management*—Tightly integrates operations from sourcing and manufacturing to fulfillment and repair with a high-performance supply chain solution. You can manage direct goods, indirect goods and services through real-time, collaborative business processes connecting all players.

- *Trading Exchange Services*—Allows you to incorporate the processes and applications of your business partners with those of your own organization. Set up and define your trading partner relationships, manage product catalogs and hold online auctions—all within a security-rich environment.
- *Learning Solutions*—Offers a set of collaborative applications that provide higher education institutions with the ability to manage the administration and management of campus operations through self-service applications, including Student Administration, Contributor Relations, and Learning Services and Management.

Q: **What solutions does PeopleSoft offer for small and mid-sized organizations?**

A: PeopleSoft has tailored the following offerings to meet the needs of small and mid-sized companies:

- *Accelerated Customer Relationship Management*—Gives you all the tools you need to easily anticipate customer requirements, drive profitability and strengthen customer loyalty.
- *Accelerated eBusiness*—Lets you grow your business with a complete suite of strategically bundled, cost-effective pure Internet products and implementation and training services.
- *Accelerated Supply Chain Management*—Streamlines business processes by delivering essential front- and back-office applications for supporting all major business processes, such as order to cash, plan to produce, and procure to pay.

Q: How can my company benefit from a real-time collaborative solution from IBM and PeopleSoft?

A: IBM and PeopleSoft alliance solutions cover every aspect of running a business, from recruiting to retirement, procurement to payment, sourcing to settlement, planning to production, recording to reporting and R&D to customer relationship management. And because PeopleSoft 8 pure Internet applications are easily deployed from a central location and optimized to run on IBM infrastructure, there is no client-side application software to maintain. Our solutions minimize system complexity, lower your total cost of ownership and provide you with the best performance possible. We offer:

- *A comprehensive, integrated solution.* We provide quick access to everything you need to become a truly Internet-based enterprise, reducing the overall risk cost and time associated with deployment.
- *An open-standards-based architecture.* Our solutions run on almost any operating system and platform, integrate easily with existing back-office applications, and easily support business expansion.
- *The added value of two e-business leaders.* You benefit from an approach that draws on the innovative technologies, extensive services and best practices of both IBM and PeopleSoft.

Q: Will implementation take longer because two companies are involved?

A: Our solutions are designed and built to help reduce your risk and accelerate time-to-benefit rather than slow it down. IBM and PeopleSoft collaborate to fully integrate and stress-test our solutions prior to installation, so much of the work is already done for you. In fact, our solutions offer a level of integration few companies can match. For example, PeopleSoft 8 has been optimized to run on IBM DB2, and IBM WebSphere has been embedded into PeopleSoft PeopleTools. Additionally, IBM Global Services professionals are trained to implement PeopleSoft solutions, so they can rapidly address any problems that might otherwise slow implementation.

Q: How can I be sure of a successful implementation?

A: IBM and PeopleSoft share more than 1,300 joint customers and have installed numerous solutions across multiple countries. We offer virtually everything you need for your e-business initiatives, including cross-platform hardware support, leading e-business technologies, world-class implementation services and flexible financing. And because we thoroughly test our solutions at the ICC, you benefit from optimized performance and low-risk configurations. With IBM and PeopleSoft, you can be confident you are receiving a total solution that comprises the best e-business technologies and services in the industry.

For more information

To learn more about IBM and PeopleSoft alliance solutions, call 1 866 426-9989.