

CERTIDÃO Nº 230912/40.585 – página 1 de 94

ABES – ASSOCIAÇÃO BRASILEIRA DAS EMPRESAS DE SOFTWARE

CERTIFICA

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6. A Oracle do Brasil Sistemas Ltda. é atualmente a única empresa no Brasil que está autorizada a vender e a fornecer, para o usuário final, **“Serviços de Suporte Avançados Oracle”** (ACS – Advanced Customer Service), que se encontram detalhados de modo exemplificativo no seguinte link: <https://www.oracle.com/assets/adv-customer-support-service-desc-3758596.pdf>. e <https://www.oracle.com/assets/technical-cloud-prof-services-desc-4010028.pdf> para softwares, , Serviços para IaaS ou PaaS ou SaaS Oracle e os Serviços Anuais*, descritos no anexo 1 (ACS- Advanced Customer Service) com relação a Produtos/serviços Oracle, à exceção dos serviços de ACS Start-Up Pack, que poderão ser comercializados pelos Parceiros Comerciais da Oracle do Brasil Sistemas Ltda. ao usuário final, por intermédio dos competentes instrumentos contratuais e sem exclusividade, desde que associados à venda de um dos seguintes produtos Oracle; Exadata, Exalogic, Exalytics ou Supercluster.
 - 6.1 Nenhuma empresa, além das empresas integrantes do Grupo Oracle, pode realizar ou prestar **“Serviços de Suporte Avançados Oracle”** para softwares/serviços descritos no anexo 1 (ACS- Advanced Customer Service) ao usuário final, incluindo os serviços de “ACS Oracle Exadata Start-Up Pack”, “ACS Oracle Exalogic Start-Up Pack”, “ACS Oracle Exalytics Start-Up Pack”, “ACS Oracle SuperCluster Start-Up Pack”;

7. A Oracle do Brasil Sistemas Ltda., até a presente data, é a única companhia autorizada no Brasil a vender, fornecer e executar, para o usuário final, os serviços de Consultoria Oracle descritos no Anexo 2 (OCS – Oracle Consulting Services) em ambientes de pré-produção, em conexão com os produtos Oracle (os quais podem ser vendidos ao usuário final, sem exclusividade pelos Parceiros Comerciais da Oracle do Brasil Sistemas Ltda., por intermédio dos competentes instrumentos contratuais), para os quais seja necessário o acesso dos códigos-fonte dos produtos Oracle e à base interna de conhecimento da Oracle para identificar a origem de eventuais problemas de performance dos produtos Oracle.
8. Os produtos Oracle não necessitam de cadastramento na SEPIN – Secretaria de Política e Automação, conforme Portaria No. 338 de 27 de agosto de 1996, do Ministério da Ciência e Tecnologia.

a.

Database Products**Oracle Database**

Standard Edition One
Standard Edition
Enterprise Edition
Standard Edition 2
Personal Edition
Mobile Server
NoSQL Database Enterprise Edition

Enterprise Edition Options

Multitenant
Real Application Clusters
Real Application Clusters One Node
Active Data Guard
Partitioning
Real Application Testing
Advanced Compression
Advanced Security
Label Security
Database Vault
OLAP
Advanced Analytics
Spatial and Graph
TimesTen Application-Tier Database Cache
Database In-Memory
Retail Data Model
Communications Data Model
Airlines Data Model
Utilities Data Model

Data Profiling and Quality / In-Memory Database Cache
Oracle Utilities Customer Care and Billing Standard
Edition Residential Customers
TimesTen Application-Tier Database Cache for Oracle
Applications

Database Enterprise Management

Diagnostics Pack
Tuning Pack
Database Lifecycle Management Pack
Data Masking and Subsetting Pack
Cloud Management Pack for Oracle Database
Secure Backup
Provisioning and Patch Automation Pack For Database

TimesTen

TimesTen In-Memory Database

Berkeley Database

Berkeley DB - High Availability
Berkeley DB - Transactional Data Store
Berkeley DB - Concurrent Data Store
Berkeley DB - Data Store
Berkeley DB Java Edition - High Availability
Berkeley DB Java Edition - Transactional Data Store
Berkeley DB Java Edition - Concurrent Data Store
Berkeley DB XML - High Availability
Berkeley DB XML - Transactional Data Store
Berkeley DB XML - Concurrent Data Store
Berkeley DB XML - Data Store
Berkeley DB – High Availability for Oracle Applications
Berkeley DB – Transactional Data Store for Oracle
Applications
Berkeley DB Java Edition – High Availability for Oracle
Applications
Berkeley DB Java Edition – Transactional Data Store for
Oracle Applications

Other Products

Audit Vault and Database Firewall Audit Vault Server /
Audit Vault Collection Agent
Audit Vault and Database Firewall
Cloud File System
Big Data Connectors
Big Data Spatial and Graph

Key Vault
Lite Mobile Server / Lite Client
Secure Enterprise Search Connector
NoSQL Database
Mainframe Integration Gateways
Enterprise Integration Gateways
Database Gateway for Sybase
Database Gateway for VSAM
Database Gateway for IMS
Database Gateway for Adabas
Data Watch and Repair Connector
Parallel Server

Integration Products

Database Gateway for Sybase
Database Gateway for SQL Server
Database Gateway for Informix
Database Gateway for Teradata
Database Gateway for DRDA
Database Gateway for APPC
Database Gateway for WebSphere MQ

Rdb Products

Rdb Enterprise Edition
CODASYL DBMS

Rdb Server Options:

TRACE

Rdb Development, Query and Reporting Tools

Programmer for Rdb
CDD/ Repository
CDD/R Runtime

Oracle Fusion Middleware

Java Platform Products

Java SE Advanced Desktop
Java SE Advanced
Java SE Suite

Application Server Products

TopLink and Application Development Framework
WebLogic Server Standard Edition
WebLogic Server Enterprise Edition
WebLogic Suite
Web Tier
Internet Application Server Standard Edition
Internet Application Server Standard Edition One
Internet Application Server Enterprise Edition
GlassFish Server
Coherence Standard Edition
Coherence Enterprise Edition
Coherence Grid Edition
API Gateway
BPEL Process Manager
WebLogic Integration
Service Registry
Enterprise Repository
API Manager
API Catalog
SOA Suite for Non Oracle Middleware
Business Process Management Standard Edition
Unified Business Process Management Suite for Non
Oracle Middleware
Managed File Transfer
Stream Explorer
Event Processing
Forms and Reports
Internet Application Server Standard Edition
Internet Application Server Standard Edition One
Event-Driven Architecture Suite
Virtual Assembly Builder
Coherence Suite
BPEL Process Manager
Coherence Real Time Client

Mobile Suite Technology

Mobile Suite
Mobile Suite Client Runtime
Mobile Client Runtime
Mobile Application Framework
Application Development Framework Mobile

Data Integration Technology

Data Service Integrator
Data Integrator Enterprise Edition
Enterprise Metadata Management
Enterprise Data Quality Profiling for Data Integration
Enterprise Data Quality Audit and Dashboard for Data Integration
Enterprise Data Quality Real-Time Processing for Data Integration
Enterprise Data Quality Batch Processing for Data Integration
Enterprise Data Quality Address Verification Server for Data Integration
Data Integration Suite
GoldenGate
GoldenGate for Non Oracle Database
GoldenGate for Mainframe
GoldenGate Veridata
GoldenGate for Teradata Replication Services
GoldenGate for Big Data
Data Quality for Data Integrator
Data Profiling
Data Quality Rules for Data Integrator
EDI Adapter
Data Integrator Enterprise Edition for Oracle Applications
GoldenGate for Oracle Applications

Data Integrator Enterprise Edition Options

Data Integrator Enterprise Edition Advanced Big Data Option

WebLogic Suite Options

BPEL Process Manager Option
Service Bus
SOA Suite for Oracle Middleware
Unified Business Process Management Suite
WebLogic Coherence Grid Edition Option
WebLogic Suite Virtualization Option

Application Server Enterprise Management

WebLogic Server Management Pack Enterprise Edition
SOA Management Pack Enterprise Edition
Management Pack for Oracle Coherence
Management Pack for Oracle GoldenGate
Cloud Management Pack for Oracle Fusion Middleware
Management Pack for Oracle Data Integrator
Diagnostics Pack for Oracle Middleware

Application Server Enterprise Management Pack
Application Server Enterprise Management Pack Plus
Enterprise 2.0 Management Pack
Enterprise Management Pack for Identity Management
Management Pack for Identity Management

Fusion Middleware Adapters

Application Adapters
Oracle E-Business Suite Adapter
Oracle Applications Adapter
Integration Adapter for SAP R/3
Integration Adapter for JD Edwards World
Cloud Adapters
Mainframe and TP-Monitor Adapters
Changed Data Capture Adapters
Application Adapters for Data Integration
GoldenGate Application Adapters
Application Adapters for Warehouse Builder
B2B for RosettaNet
B2B for EDI
Healthcare Adapter
B2B for ebXML
RosettaNet Adapter
Enterprise Link for Business Activity Monitoring
Financial Message Designer
SWIFT Adapter for Oracle Service Bus
FIX Adapter for Oracle Service Bus
Payments Adapter for Oracle Service Bus
Derivatives Adapter for Oracle Service Bus
ebXML Adapter

Application Server Products

WebLogic Suite for Oracle Applications
Coherence Enterprise Edition for Oracle Applications
WebLogic Suite Options for Oracle Applications
BPEL Process Manager Option for Oracle Applications
SOA Suite for Oracle Middleware for Oracle Applications
Unified Business Process Management Suite for Oracle Applications
Application Management
Application Management Pack for Oracle Fusion Applications

Tuxedo and Adapters

Tuxedo
Tuxedo Jolt
Service Architecture Leveraging Tuxedo (SALT)
Tuxedo System and Applications Monitor Plus (TSAM Plus)
Tuxedo Mainframe Adapter for SNA
Tuxedo Mainframe Adapter for TCP
Tuxedo JCA Adapter
Tuxedo Application Runtime for CICS and Batch
Tuxedo Application Runtime for Batch
Tuxedo Application Runtime for IMS
Tuxedo Application Rehosting Workbench
Tuxedo Message Queue
MessageQ
Tuxedo System and Applications Monitor (TSAM)
Tuxedo Mainframe Adapter for OSI TP

Application Integration Architecture

Application Integration Architecture Foundation Pack

Other Products

Data Warehousing - Express Server
Data Warehousing - Express Analyser
Data Warehousing - Express Objects
Warehouse Builder Enterprise ETL
Warehouse Builder Data Quality
Warehouse Builder Connector
Content Database Suite
Records Database
Replication - TimesTen to TimesTen
Cache Connect to Oracle
Database Gateway (open system gateways)
Secure Enterprise Search Connector
Internet Application Server Products Java Edition
Internet Application Server Products Standard Edition One
Internet Application Server Products Standard Edition
Internet Application Server Products Enterprise Edition
Integration and Enterprise Service Bus
Web Services Manager
Business Activity Monitoring for Non Oracle Middleware
Fusion Middleware for SAP
Fusion Middleware for PeopleSoft
Fusion Middleware for Siebel

Fusion Middleware for Retek
Fusion Middleware for iFlex
Event-Driven Architecture Suite
Data Integrator - Target Database
Data Integrator - Source Database
Web Content Management for WebCenter
Imaging and Process Management for SOA Suite
Business Activity Monitoring
Communication and Mobility Server
Service Registry (Also option for Java, SE One and SE Editions)
Diagnostics Pack for Internet Application Server
Diagnostics Pack for Internet Application Server
Enterprise Management
Configuration Management Pack for Internet Application Server
Configuration Management Pack for Internet Application Server Enterprise Management
Configuration Management Pack for Oracle Middleware
Provisioning Pack for Internet Application Server
Provisioning Pack for Internet Application Server Enterprise Management
Provisioning Pack for Oracle Middleware
Management Pack for WebLogic Server
Management Pack for SOA
Management Pack Plus for SOA
Data Warehouse Business Adapter for Oracle
Data Warehouse Business Adapter for PeopleSoft
Data Warehouse Business Adapter for SAP
Data Warehouse Business Adapter for Siebel
BEA Kodo
BEA WebLogic Platform
BEA WebLogic Server
BEA WebLogic Server Standard Edition
BEA WebLogic Server Enterprise Edition
BEA WebLogic Server Advantage Edition
BEA WebLogic Server Premium Edition
BEA WebLogic Integration
BEA WebLogic Portal
BEA WebLogic Real Time
BEA WebLogic Portlets for MS Exchange
BEA WebLogic Portlets for Lotus Notes
BEA JRocKit
BEA AquaLogic Service Bus
BEA AquaLogic Data Services Platform
BEA AquaLogic Enterprise Security

BEA AquaLogic Enterprise Repository
BEA AquaLogic Registry Repository
BEA AquaLogic Business Process Management Suite
on WebLogic
BEA AquaLogic Service Registry
BEA AquaLogic Interaction
BEA AquaLogic Interaction Collaboration
BEA AquaLogic Interaction Publisher
BEA AquaLogic Interaction Search
BEA AquaLogic Interaction Studio
BEA AquaLogics Interaction Interaction Services
BEA AquaLogic Interaction Analytics
BEA AquaLogic Business Service Interaction
BEA AquaLogic Interaction Process
BEA AquaLogic User Integration Suites
BEA AquaLogic Commerce Services
BEA WebLogic SIP Server
BEA WebLogic Express
BEA WebLogic Express Premium Edition
BEA WebLogic Adapters

BEA WebLogic Adapters for SAP
BEA WebLogic Network Gatekeeper
BEA Tuxedo
BEA Mainframe Integration
BEA MessageQ
BEA WebLogic Personal Messaging API
BEA eLink
BEA Jolt
BEA WebLogic RFID Edge Server
BEA WebLogic RFID Enterprise Server
BEA WebLogic RFID Compliance Express
BEA WebLogic Mobility Server
Weblogic Portlets for Microsoft Exchange
Weblogic Portlets for Lotus Notes
Blue Dragon, BEZ WeblogicR Edition
BEA Workshop for JSF
BEA Workshop for Struts
BEA Workshop for JSP
BEA Workshop for Studio
BEA Workshop for JSF
BEA WebLogic Workshop
BEA WebLogic Portlets for SAP
BEA WebLogic Portlets for Siebel

BEA WebLogic Portlets for Groupware Integration
ProActivity PA and P-BAM, BEA WebLogic Editions
Kapow Enterprise WebClipper, BEA Edition
CollabSuite, BEA Edition
BEA CrossLogix
BEA Java Adapter for Mainframe
BEA Liquid Data for WebLogic
Oracle Communications AAA Gateway Manager
Oracle Communications Diameter Manager
Oracle Communications Resource Reservation Manager
Oracle Communications TIMOS Data Manager
Oracle Communications Billing and Revenue
Management for Wireless Voice & Messaging Services
Oracle Communications Batch Rating
Oracle Communications GSM Manager
Oracle Communications SIM Manager
Oracle Communications Number Manager
Oracle Communications Roaming Manager
Oracle Communications Billing and Revenue
Management Services Framework
Oracle Communications Billing and Revenue
Management for Wireless Value-Add Services
Oracle Communications Content Manager
Oracle Communications GPRS Manager
Oracle Communications IP Device Manager
Oracle Communications Billing and Revenue
Management for Convergent Wireless Services
Oracle Communications Billing and Revenue
Management for Wireless Voice & Messaging Services
Oracle Communications Billing and Revenue
Management for Wireless Value-Add Services
Oracle Communications Batch Rating
Oracle Communications Content Manager
Oracle Communications Email Manager
Oracle Communications Number Manager
Oracle Communications Radius Manager
Oracle Communications Billing and Revenue
Management Services Framework
Oracle Communications Billing and Revenue
Management for Convergent Wireless Services
Oracle Communications IP Service Activator Device
Driver for Extreme VLAN
Oracle Communications IP Service Activator Device
Driver for Juniper JUNOS L3 VPN
Oracle Communications IP Service Activator Device
Driver for Juniper JUNOS PWE
Oracle Communications IP Service Activator Device
Driver for Juniper JUNOS MPLS-TE LSP

Oracle Communications IP Service Activator Device
Driver for Juniper JUNOS QoS
Oracle Communications Unified Inventory Management -
MPLS VPN Technology Pack
Oracle Communications Objectel
Oracle Communications Subscriber and Service
Management - Subscriber Management for Wireline 4
Oracle Communications Subscriber and Service
Management - Subscriber Management for Mobile 4
Oracle Communications Subscriber and Service
Management - Street Address Management 4
Oracle Communications Subscriber and Service
Management - Telephone Number Management 4
Oracle Communications MetaSolv Solution Data Tool -
DST Product Catalog Limited
Oracle Communications MetaSolv Solution API -
Activation
Oracle Communications MetaSolv Solution API - ASR
Oracle Communications MetaSolv Solution API - End
User Billing
Oracle Communications MetaSolv Solution API - ICM
Oracle Communications MetaSolv Solution API - Internet
Services
Oracle Communications MetaSolv Solution API - LSR
Interconnection
Oracle Communications MetaSolv Solution API - Plant
Oracle Communications MetaSolv Solution API - PSR
End User Order Entry
Oracle Communications MetaSolv Solution API - Switch
Provisioning Activation
Oracle Communications MetaSolv Solution API -
Transport Provisioning Activation
Oracle Communications MetaSolv Solution API - Trouble
Management
Oracle Communications MetaSolv Solution API - Work
Management
Oracle Communications MetaSolv Solution API – XML
Oracle Communications Presence
iPlanet Web Server
iPlanet Application Server
iPlanet Directory Server
Sun One Web Server
Sun One Application Server
Sun One Directory Server
Sun Java System Web Server
Sun Java System Application Server
Sun Java System Portal Server
Sun Java System Directory Server

Oracle Virtual Machine

Oracle VM Premier Limited
Oracle VM Premier

Oracle Virtual Box Enterprise

Oracle VM VirtualBOX Enterprise

Oracle Solaris

Oracle Solaris (Non-Oracle Hardware)
Oracle Solaris (Oracle Hardware)

**Enterprise Performance
Management Suites and
Associated Options**

Hyperion Financial Close Suite

Option: Hyperion Disclosure Management for Oracle
Hyperion Financial Close Suite

Option: Data Relationship Management for Oracle
Hyperion Financial Close Suite

Data Relationship Steward

Hyperion Enterprise Financial Planning Suite

Option: Crystal Ball Enterprise Performance
Management for Oracle Hyperion Enterprise Financial
Planning Suite

Option: Data Relationship Management for Oracle
Hyperion Enterprise Financial Planning Suite

Option: Crystal Ball Enterprise Performance
Management for

Oracle Hyperion Enterprise Financial Planning Suite

Option: Data Relationship Management for

Oracle Hyperion Enterprise Financial Planning Suite

Data Relationship Steward

Hyperion Planning Suite

**Enterprise Performance
Management Standalone
Products**

Hyperion Financial Management Plus

Hyperion Financial Close Management

Hyperion Disclosure Management

Essbase Analytics Link for Hyperion Financial
Management

Financial Management Analytics

Quantitative Management and Reporting for Solvency II

Hyperion Tax Provision

Hyperion Tax Governance

Hyperion Planning Plus

Hyperion Public Sector Planning and Budgeting

Hyperion Project Financial Planning

Hyperion Workforce Planning

Hyperion Capital Asset Planning

Financial Services Balance Sheet Planning

Hyperion Profitability and Cost Management

Hyperion Strategic Finance

Hyperion Strategic Finance for Banking

Hyperion Enterprise

Hyperion Financial Data Quality Management, Enterprise Edition

Option: Hyperion Financial Data Quality Management, Enterprise Edition Adapter for Financial Management

Option: Hyperion Financial Data Quality Management, Enterprise Edition Adapter Suite

Option: Hyperion Financial Data Quality Management, Enterprise Edition

Adapter for Financial Management

Option: Hyperion Financial Data Quality Management, Enterprise Edition

Adapter Suite

Option: Hyperion Financial Data Quality Management, Enterprise Edition

ERP Source Adapter for SAP

Option: Hyperion Financial Data Quality Management, Enterprise Edition

ERP Source Adapter for SAP

Hyperion Financial Data Quality Management

Option: Hyperion Financial Data Quality Management Adapter for Financial Management

Option: Hyperion Financial Data Quality Management Adapter Suite

Option: Hyperion Financial Data Quality Management ERP Source Adapter for SAP

Option: Hyperion Financial Data Quality Management Adapter for Financial Management

Option: Hyperion Financial Data Quality Management Adapter Suite

Option: Hyperion Financial Data Quality Management ERP Source Adapter for SAP

Hyperion Financial Data Quality Management for Hyperion Enterprise

Option: Hyperion Financial Data Quality Management Adapter Suite

Data Relationship Management

Option: Data Relationship Management Read Only Access

Data Relationship Steward

Data Relationship Governance
Hyperion Essbase - System 9 or Higher
Hyperion Essbase Visual Explorer
Hyperion Interactive Reporting - System 9 or Higher
Hyperion SQR Production Reporting - System 9 or Higher
Hyperion Financial Reporting - System 9 or Higher
Hyperion Web Analysis - System 9 or Higher
Hyperion Data Integration Management
Option: Hyperion Data Integration Management Source Adapter
Option: Hyperion Data Integration Management Team Based Development
Integrated Operational Planning
Integrated Margin Planning
Hyperion Business Modeling
Option: Hyperion Financial Data Quality Management Adapter for Financial Management
Option: Hyperion Financial Data Quality Management ERP Source Adapted for SAP
Spend Classification
Hyperion Essbase Analytics Link for Hyperion Financial Management

User Productivity Kit

User Productivity Kit Standard
User Productivity Kit Professional

User Productivity Kit Content Materials for Enterprise Performance Management Applications

User Productivity Kit for Hyperion Financial Management Plus
User Productivity Kit for Hyperion Planning Plus

BI Applications, Fusion Edition - CRM Analytics

Sales Analytics, Fusion Edition
Service Analytics, Fusion Edition
Contact Center Telephony Analytics, Fusion Edition
Marketing Analytics, Fusion Edition
Price Analytics
Partner Analytics, Fusion Edition
Loyalty Analytics
Customer Data Management Analytics, Fusion Edition

**BI Applications, Fusion
Edition - ERP Analytics**

Supply Chain and Order Management Analytics, Fusion Edition
Financial Analytics, Fusion Edition
Procurement & Spend Analytics, Fusion Edition
Spend Classification
Project Analytics
Human Resources Analytics, Fusion Edition
Product Information Management Analytics, Fusion Edition
Manufacturing Analytics
Enterprise Asset Management Analytics
Student Information Analytics
Supply Chain and Order Management Analytics for Oracle Data Integrator
Financial Analytics for Oracle Data Integrator
Procurement & Spend Analytics for Oracle Data Integrator
Human Resources Analytics for Oracle Data Integrator
Financial Services Profitability Analytics

**BI Applications, Fusion
Edition - Telecom Analytics**

Telecom Sales Analytics Fusion Edition
Telecom Service Analytics Fusion Edition
Telecom Marketing Analytics Fusion Edition

**BI Applications, Fusion
Edition - Financial Services
Analytics**

Finance Sales Analytics Fusion Edition
Finance Service Analytics Fusion Edition
Finance Marketing Analytics Fusion Edition
Finance Retail Analytics Fusion Edition
Finance Institutional Analytics Fusion Edition
Financial Services Enterprise Financial Performance Analytics
Financial Services Asset Liability Management Analytics

**BI Applications, Fusion
Edition - Insurance Analytics**

Insurance Sales Analytics Fusion Edition
Insurance Service Analytics Fusion Edition
Insurance Marketing Analytics Fusion Edition
Insurance Partner Manager Analytics Fusion Edition

**BI Applications, Fusion
Edition - Life Sciences
Analytics**

Pharma Sales Analytics Fusion Edition
Pharma Marketing Analytics Fusion Edition

**BI Applications, Fusion
Edition - Consumer Goods
Analytics**

Consumer Goods Trade Funds Analytics, Fusion Edition
Business Intelligence Applications Consumer
Business Intelligence Applications Observer

**BI Applications, Fusion
Edition - Public Sector
Analytics**

Case Management Analytics Fusion Edition

**Real-Time Decision (RTD)
Applications**

Oracle Real-Time Decisions Base Application
Oracle Real-Time Decisions for Siebel Intelligent Offer
Generation
Oracle Real-Time Decisions for Siebel E-Commerce

Standalone BI Applications

Incentive Compensation Analytics for Oracle Data
Integrator

AIA Foundation Packs

Application Integration Architecture Foundation Pack
Application Integration Architecture Foundation Pack
Extension for Communications
Application Integration Architecture Foundation Pack
Extension for Insurance
Application Integration Architecture Foundation Pack
Extension for Utilities

**AIA Process Integration
Packs**

Agile Product Lifecycle Management Integration Pack for
Oracle E-Business Suite: Design to Release
Agile Product Lifecycle Management Integration Pack for
SAP: Design to Release
Communications Order to Cash Integration Pack for
Oracle Communications Billing and Revenue
Management

Communications Order to Cash Integration Pack for Oracle Communications Order and Service Management
Communications Order to Cash Integration Pack for Siebel CRM
Customer Data Synchronization Integration Pack for Oracle Utilities Customer Care and Billing and Siebel Energy
Design to Release Integration Pack for Agile Product Lifecycle Management and JD Edwards EnterpriseOne
Design to Release Integration Pack for Agile Product Lifecycle Management for Process and Oracle Process Manufacturing
Device and Drug Adverse Event Data Integration Pack for Siebel Adverse Events and Complaints Management and Oracle Argus Safety
Driver Management Integration Pack for Oracle Transportation Management and Oracle E-Business Suite
Financial Management Integration Pack for Oracle Transportation Management and Oracle E-Business Suite
Health Sciences Adverse Event Integration Pack for Oracle Health Sciences InForm and Oracle Argus
Lead to Order Integration Pack for Oracle CRM On Demand and Oracle E-Business Suite
Order Management Integration Pack for Oracle Transportation Management, Oracle E-Business Suite and Siebel CRM
Process Integration Pack for Oracle Utilities Field Work
Product Data Synchronization Integration Pack for Oracle Utilities Customer Care and Billing and Siebel Energy
Project Portfolio Management Integration Pack for Primavera P6 and JD Edwards EnterpriseOne
Serialization and Tracking Integration Pack for Oracle Pedigree and Serialization Manager and Oracle E-Business Suite
Siebel CRM Integration Pack for Oracle Communications Billing and Revenue Management: Agent Assisted Billing Care
Siebel CRM Integration Pack for Oracle Order Management
Study, Subject, and Visit Synchronization Integration Pack for Siebel Clinical and Oracle Clinical

**AIA Process Integration
Packs (Base + Options)**

Customer Master Data Management Integration Base Pack
Customer Master Data Management Integration Option
Product Master Data Management Integration Base Pack
Product Master Data Management Integration Option

**AIA Partial Process
Integration Packs**

Application Integration Architecture Foundation Pack
Extension for Communications
Clinical Trial Payments Integration Pack for Siebel
Clinical

**Application Integration
Architecture**

Application Integration Architecture Foundation Pack
Application Integration Architecture Foundation Pack
Extension for Communications
Application Integration Architecture Foundation Pack
Extension for Insurance
Application Integration Architecture Foundation Pack
Extension for Utilities

AIA Direct Integrations

Communications Billing and Revenue Management
Integration Pack for Oracle E-Business Suite: Revenue
Accounting
Demantra Integration Pack for Siebel CRM Consumer
Goods
Demantra Sales and Operations Planning Integration to
Hyperion Planning
Enterprise Taxation Management Integration to Oracle E-
Business Suite Financials General Ledger and Accounts
Payable
Enterprise Taxation Management Integration to
PeopleSoft Enterprise Financials General Ledger and
Accounts Payable
Siebel Call Center Integration Pack for Oracle Adverse
Event Reporting System
Siebel Field Service Integration to Oracle Real-Time
Scheduler
Siebel CRM Integration to Oracle Incentive
Compensation
Utilities Customer Care and Billing Integration to JD
Edwards Financials for General Ledger and Accounts
Payable
Utilities Customer Care and Billing Integration to Oracle
E-Business Suite Financials for General Ledger and
Accounts Payable
Utilities Customer Care and Billing Integration to Oracle
Utilities Meter Data Management
Utilities Customer Care and Billing Integration to Oracle
Utilities Network Management System
Utilities Customer Care and Billing Integration to
PeopleSoft Enterprise Financials for General Ledger and
Accounts Payable
Utilities Integration for Device Operations
Utilities Utilities Network Management System Integration
to Oracle Utilities Mobile Workforce Management

Utilities Work and Asset Management Integration to Primavera P6 Enterprise Project Portfolio Management
Value Chain Planning Integration Base Pack

EBS - Governance, Risk and Compliance (GRC)

Advanced Controls for E-Business Suite
Enterprise Governance, Risk, and Compliance Manager
Option: Financial Governance
Fusion Governance, Risk, and Compliance Intelligence
Application Access Controls Governor
Option: Application Access Controls for E-Business Suite
Configuration Controls Governor
Option: Configuration Controls for E-Business Suite
Enterprise Transaction Controls Governor
Option: Procure to Pay Transaction Controls
Option: Order to Cash Transaction Controls
Option: Connector to E-Business Suite
Preventive Controls Governor

EBS - Marketing and Sales

Marketing
TeleSales
Option: Advanced Pricing
Field Sales
Sales for Handhelds
Quoting
Option: Advanced Pricing
Partner Management
Proposals
Incentive Compensation

EBS - Channel Revenue Management

Accounts Receivable Deductions Settlement
Option: Channel Rebates and Point of Sale Management
Option: Advanced Pricing
Option: Supplier Ship and Debit
Option: Price Protection

EBS - Order Management

Order Management
Option: Advanced Pricing
Option: Release Management

Sales Contracts
Configurator
Configurator
iStore
Supply Chain Event Management

EBS - Logistics

Inventory Management
Option: Mobile Supply Chain Applications
Option: Warehouse Management
Transportation Management
Option: Transportation Operational Planning
Option: Logistics Inventory Visibility
Option: Forwarding and Brokerage Operations
Option: Freight Payment, Billing and Claims
Option: Transportation Sourcing
Option: Transportation Cooperative Routing
Option: Fusion Transportation Intelligence
Option: Fleet Management
Landed Cost Management
Option: Advanced Pricing
Global Trade Management
Option: Trade Compliance
Option: Customs Management
Option: Global Trade Intelligence
Yard Management
Pedigree and Serialization Manager
In-Memory Logistics Command Center

EBS - Supply Chain Planning

Advanced Supply Chain Planning
Option: Constraint Based Optimization
Rapid Planning
Inventory Optimization
Global Order Promising
Collaborative Planning
Advanced Planning Command Center
Service Parts Planning
Strategic Network Optimization
Production Scheduling
Option: Repetitive Manufacturing Optimization
Demantra Demand Management
Option: Demantra Advanced Forecasting and Demand Modeling

Option: Demantra Real-time Sales and Operations Planning

Demantra Predictive Trade Planning

Option: Demantra Deduction and Settlement Management

Option: Demantra Trade Promotion Optimization

Demand Signal Repository

In-Memory Consumption-Driven Planning

In-Memory Performance-Driven Planning

EBS - Procurement

Purchasing

Option: Sourcing

Option: Sourcing Optimization

Option: iSupplier Portal

Option: Procurement Contracts

Option: Services Procurement

Option: Advanced Pricing

iProcurement

Business Approvals Connector for Managers

Supplier Lifecycle Management

EBS - Manufacturing

Discrete Manufacturing

Option: Manufacturing Execution System for Discrete Manufacturing

Option: Mobile Supply Chain Applications

Option: Flow Manufacturing

Option: Flow Sequencing

Option: Outsourced Manufacturing for Discrete

Industries

Process Manufacturing

Option: Manufacturing Execution System for Process Manufacturing

Option: Mobile Supply Chain Applications

Manufacturing Operations Center

In-Memory Cost Management for Discrete Industries

In-Memory Cost Management for Process Industries

EBS - Asset Lifecycle Management

Enterprise Asset Management

Option: Self-Service Work Requests

Asset Tracking

Property Manager

EBS - Service

TeleService
Service Contracts
Option: Advanced Pricing
Field Service
Option: Spares Management
Option: Advanced Scheduler
Option: Mobile Field Service
Depot Repair
iSupport

EBS - Projects

Project Costing
Option: Project Billing
Project Resource Management
Project Collaboration
Project Management
Project Portfolio Analysis
Project Contracts
Project Procurement

EBS - Product Lifecycle Management

Agile Product Lifecycle Management
Agile Product Collaboration
Agile Product Governance and Compliance
Agile Product Cost Management
Agile Product Quality Management
Agile Product Portfolio Management
AutoVue 2D Professional for Agile
AutoVue Electro-Mechanical Professional for Agile
Agile Food and Drug Administration Validation Pack
Agile Engineering Data Management
Option: Agile Product Workbench
Option: Agile Distributed File Management
Product Lifecycle Analytics
Agile Customer Needs Management
Agile Material and Equipment Management for Pharmaceuticals
Agile Recipe Management for Pharmaceuticals
Agile Product Lifecycle Management Integration Products
Agile Engineering Collaboration
Agile MCAD Connector
Agile ECAD Connector

Agile CAD Library Connector
Agile ERP Adapter
Agile Content Catalog Connector
Agile Product Lifecycle Management for Process
Agile Product Data Management for Process
Option: Agile Formulation and Compliance for Process
Option: Agile Product Supplier Collaboration for Process
Option: Agile Product Quality Management for Process
Agile New Product Development and Introduction for
Process

EBS - Enterprise Visualization

Oracle AutoVue
AutoVue Office
AutoVue 2D Professional
AutoVue 3D Professional Advanced
AutoVue EDA Professional
AutoVue Electro-Mechanical Professional
AutoVue VueLink Integration
AutoVue Mobile
AutoVue Office Document Print Service
AutoVue 2D Document Print Service
AutoVue 3D Document Print Service

EBS - Financial

Financials
Option: Environmental Accounting and Reporting
Advanced Collections
Internet Expenses
iReceivables
Treasury
Financials Accounting Hub
Business Approvals Connector for Managers

EBS - Human Resources

Human Resources
Self-Service Human Resources
Advanced Benefits
Compensation Workbench
iRecruitment
Payroll
Performance Management
Time and Labor
Workforce Scheduling

Succession Planning
Business Approvals Connector for Managers

EBS - Learning Management

Learning Management
iLearning

**EBS - Extensions for Oracle
Endeca**

E-Business Suite Applications Extensions for Oracle
Endeca

EBS Self-Service Applications Extensions for Oracle
Endeca

iProcurement Extensions for Oracle Endeca

Learning Management Extensions for Oracle Endeca

Human Resources Extensions for Oracle Endeca

iRecruitment Extensions for Oracle Endeca

**EBS - Master Data
Management**

Master Data Management - Customer Hub for B2B
Customer Hub B2B
Customer Hub Add-On B2B for Siebel CRM and Oracle
E-Business Suite

Customer Hub & Customer Hub Add-on Options
Customer Hub Options (Customer Hub options are
available only with Siebel Universal Customer Master
(UCM))

Option: Activity Hub B2B

Option: Field Service Hub B2B

Option: Marketing Hub B2B

Option: Sales Hub B2B

Option: Service Hub B2B

Master Data Management - Customer Hub for B2C
Customer Hub B2C
Customer Hub Add-On B2C for Siebel CRM and Oracle
E-Business Suite

Customer Hub & Customer Hub Add-on Options
Customer Hub Options (Customer Hub options are
available only with Siebel Universal Customer Master
(UCM))

Option: Activity Hub B2C

Option: Field Service Hub B2C

Option: Marketing Hub B2C

Option: Privacy Management Policy Hub B2C

Option: Sales Hub B2C
Option: Service Hub B2C

Master Data Management - Site Hub
Site Hub
Site Hub Add-On for Oracle E-Business Suite

Master Data Management - Supplier Hub
Supplier Hub
Supplier Hub Add-On for Oracle E-Business Suite

Master Data Management - Vertical Customer Hub
Automotive Captive Finance Customer Hub
Case Hub
Higher Education Constituent Hub
Life Sciences Customer Hub

Master Data Management - Product Information
Management
Product Hub
Product Hub Add-on

Master Data Management - Vertical Product Hub
Product Hub for Retail
Product Hub for Retail Add-on
Product Hub for Communications
Product Hub for Communications Add-on

Master Data Management - Administrative &
Development
Customer Hub Data Steward
Higher Education Constituent Hub Data Steward
Product Hub Data Steward
Site Hub Data Steward
Supplier Hub Data Steward

Master Data Management - Data Quality
Enterprise Data Quality Standardization and Match
Enterprise Data Quality Product Data Extension
Enterprise Data Quality Address Verification Server
Enterprise Data Quality Profile and Audit

Watchlist Screening

Data Quality Matching Server
Data Quality Address Validation Server
Data Quality Profiling Server
Data Quality Parsing and Standardization Server

EBS - Application Testing

Functional Testing Suite for Oracle Applications
Load Testing Suite for Oracle Applications

**EBS - Interaction Center
Technology**

Advanced Inbound Telephony
Advanced Outbound Telephony
Scripting
Email Center

EBS - Other

Exchange Marketplace

EBS - User Productivity Kit

User Productivity Kit Standard

User Productivity Kit Professional

**EBS - User Productivity Kit
Content Materials for
Marketing and Sales**

Oracle E-Business Suite UPK for Oracle Incentive
Compensation

**EBS - User Productivity Kit
Content Materials for Channel
Revenue Management**

Oracle E-Business Suite UPK for Oracle Price Protection

**EBS - User Productivity Kit
Content Materials for Order
Management**

Oracle E-Business Suite UPK for Order Management
Oracle E-Business Suite UPK for Shipping Execution

**EBS - User Productivity Kit
Content Materials for
Logistics**

Oracle E-Business Suite UPK for Inventory

Oracle E-Business Suite UPK for Oracle Warehouse Management

**EBS - User Productivity Kit
Content Materials for Supply
Chain Planning**

Oracle E-Business Suite UPK for Oracle Advanced Supply Chain Planning

Oracle E-Business Suite UPK for Oracle Rapid Planning

Oracle E-Business Suite UPK for Oracle Inventory Optimization

Oracle E-Business Suite UPK for Oracle Global Order Promising

Oracle E-Business Suite UPK for Oracle Collaborative Planning

Oracle E-Business Suite UPK for Oracle Service Parts Planning

Oracle E-Business Suite UPK for Oracle Strategic Network Optimization

Demantra UPK for Demantra Demand Management
Demantra UPK Fundamentals for Demantra Demand Management

Demantra UPK for Demantra Real-Time Sales and Operations Planning

Demantra UPK for Demantra Predictive Trade Planning
Demantra UPK for Demantra Deduction and Settlement Management

**EBS - User Productivity Kit
Content Materials for
Procurement**

Oracle E-Business Suite UPK Purchasing

Oracle E-Business Suite UPK for Oracle Sourcing

Oracle E-Business Suite UPK iSupplier Portal

Oracle E-Business Suite UPK iProcurement

**EBS - User Productivity Kit
Content Materials for
Manufacturing**

Oracle E-Business Suite UPK for Work in Process

Oracle E-Business Suite UPK for Oracle Discrete Manufacturing Bills of Material

Oracle E-Business Suite UPK for Oracle Discrete Manufacturing, Engineering

Oracle E-Business Suite UPK for Oracle Discrete Manufacturing Quality

Oracle E-Business Suite UPK for Manufacturing Execution System for Discrete Manufacturing

Oracle E-Business Suite UPK for Oracle Flow Manufacturing, Electronic Kanban

Oracle E-Business Suite UPK for Process Manufacturing: Product Development

Oracle E-Business Suite UPK for Process Manufacturing
Process Costing
Oracle E-Business Suite UPK for Process Manufacturing:
Process Execution
Oracle E-Business Suite UPK for Oracle Process
Manufacturing, Process Quality
Oracle E-Business Suite UPK for Oracle Process
Manufacturing: System Administration
Oracle E-Business Suite UPK for Manufacturing
Execution System for Process Execution
Oracle E-Business Suite UPK for Oracle Process
Manufacturing Regulatory Management
Oracle E-Business Suite UPK for Oracle Manufacturing
Operations Center

**EBS - User Productivity Kit
Content Materials for Asset
Lifecycle Management**

Oracle E-Business Suite UPK for Oracle Enterprise Asset
Management

**EBS - User Productivity Kit
Content Materials for Service**

Oracle E-Business Suite UPK for Oracle Service
Contracts
Oracle E-Business Suite UPK for Oracle Field Service
Oracle E-Business Suite UPK for Oracle Depot Repair
Oracle E-Business Suite UPK for Oracle iSupport

**EBS - User Productivity Kit
Content Materials for Projects**

Oracle E-Business Suite UPK for Project Costing
Oracle E-Business Suite UPK for Project Billing
Oracle E-Business Suite UPK for Project Resource
Management
Oracle E-Business Suite UPK for Project Management
Oracle E-Business Suite UPK for Project Foundation

**EBS - User Productivity
Content Materials for Product
Lifecycle Management**

Agile UPK for Agile Administrator
Agile UPK for Agile Product Collaboration
Agile UPK for Agile Product Governance and Compliance
Agile UPK for Agile Product Cost Management
Agile UPK for Agile Product Quality Management
Agile UPK for Agile Product Portfolio Management
Agile UPK Fundamentals for Product Lifecycle
Management

Agile UPK for Agile Customer Needs Management
Agile UPK for Agile Material and Equipment Management
for Pharmaceuticals
Agile UPK for Agile Recipe Management for
Pharmaceuticals

**EBS - User Productivity Kit
Content Materials for
Financials**

Oracle E-Business Suite UPK Payables
Oracle E-Business Suite UPK Receivables
Oracle E-Business Suite UPK General Ledger
Oracle E-Business Suite UPK Financials Centralized
Solution Set
Oracle E-Business Suite UPK Assets
Oracle E-Business Suite UPK for Oracle Advanced
Collections
Oracle E-Business Suite UPK Internet Expenses
Oracle E-Business Suite UPK for Oracle U.S. Federal
Financials

**EBS - User Productivity Kit
Content Materials for Human
Resources**

Oracle E-Business Suite UPK Human Resources
Oracle E-Business Suite UPK Self-Service Human
Resources
Oracle E-Business Suite UPK for Oracle Compensation
Workbench
Oracle E-Business Suite UPK for iRecruitment
Oracle E-Business Suite UPK Payroll
Oracle E-Business Suite UPK Performance Management
Oracle E-Business Suite UPK Time and Labor

**EBS - User Productivity Kit
Content Materials for
Learning Management**

Oracle E-Business Suite UPK for Learning Management

**EBS - User Productivity Kit
Content Materials for Master
Data Management**

Oracle E-Business Suite UPK for Oracle Site Hub
Oracle E-Business Suite UPK for Oracle Product Hub

**EBS - User Productivity Kit
Content Materials for Public
Sector/University**

Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle Purchasing
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle Sourcing
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle iSupplier Portal
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle Procurement Contracts
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle iProcurement

**EBS - User Productivity Kit
Content Materials for
Financial Services**

Oracle E-Business Suite UPK for Oracle Lease and Finance Management

**EBS - User Productivity Kit
Content Materials for High
Tech**

Oracle E-Business Suite UPK for Shop Floor Management

**EBS - User Productivity Kit
Content Materials for
Aerospace, Defense and
Transportation**

Oracle E-Business Suite UPK for Oracle Complex Maintenance, Repair, and Overhaul

**Other User Productivity Kit
Content Materials**

Oracle E-Business Suite UPK Fundamentals for Oracle E-Business Suite
Oracle E-Business Suite UPK for Oracle Install Base
Oracle E-Business Suite UPK for E-Business Suite Tools and Technologies

**EBS -
Communications/Utilities**

CRL Financial Management
Telco Provisioning
Number Portability
Telecommunications Billing Integrator

EBS - Public Sector/University

Grants
Loans
Contract Lifecycle Management for Public Sector

EBS - Financial Services

Financial Services Funds Transfer Pricing
Financial Services Asset Liability Management
Financial Services Analytical Applications Infrastructure
Financial Services Profitability Management
Financial Services Pricing Management,
Transfer Pricing Component
Financial Services Provisioning
Lease and Finance Management

EBS - High Tech

Shop Floor Management
Supply Chain Trading Connector for RosettaNet

**EBS - Aerospace, Defense
and Transportation**

Complex Maintenance, Repair & Overhaul

**EBS - Oracle Education
Subscription**

iLearning Subscription

**Peoplesoft - Customer
Relationship Management**

CRM Personal Information Management Server Sync
CTI Integration
Event Management
HelpDesk
HelpDesk for Employee Self Service
HelpDesk for Human Resources
Integrated FieldService
Marketing
Multichannel Communications
Online Marketing
Order Capture
Order Capture Self Service
Sales
Service Center for Higher Education
Support
Support for Customer Self Service
Workforce Communications

Workforce Communications for HelpDesk

**Peoplesoft - Supply Chain
Management**

Catalog Management
eProcurement
eSupplier Connection
Inventory
Option: Mobile Inventory Management
Order Management
Purchasing
Services Procurement
Strategic Sourcing
Supplier Contract Management

**Peoplesoft - Asset Lifecycle
Management**

IT Asset Management
Maintenance Management
Option: Self-Service Work Requests
Real Estate Management

Peoplesoft - ESA

Contracts
Expenses
Grants
Pay/Bill Management
Program Management
Project Costing
Proposal Management
Resource Management

Peoplesoft - Financials

Cash Management
eSettlements
Financials
Transaction Billing Processor
Treasury

**Peoplesoft - Human Capital
Management (HCM)**

Absence Management
Benefits Administration
Directory Interface
eCompensation

ePerformance
Human Resources
In-Memory Labor Rules and Monitoring
Payroll
Payroll Interface
Pension Administration
Recruiting Solutions
Succession Planning
Time and Labor
Oracle Workforce Scheduling

Peoplesoft - Enterprise Learning Management

Enterprise Learning Management

Peoplesoft - Campus Solutions

Gradebook
Campus Self Service
Contributor Relations
Student Administration
Student Administration Integration Pack

Peoplesoft - Portals

Interaction Hub

Peoplesoft - PeopleTools

PeopleTools-Enterprise Development
PeopleTools-Enterprise Development Starter Kit

Peoplesoft - Governance, Risk, and Compliance

Advanced Controls for PeopleSoft
Oracle Enterprise Governance, Risk, and Compliance Manager

Option: Oracle Financial Governance
Oracle Fusion Governance, Risk, and Compliance Intelligence

Application Access Controls Governor

Option: Application Access Controls for PeopleSoft Enterprise

Configuration Controls Governor

Option: Configuration Controls for PeopleSoft Enterprise

Enterprise Transaction Controls Governor

Option: Oracle Enterprise Transaction Controls Governor Connector to PeopleSoft Enterprise

Option: Procure to Pay Transaction Controls for
PeopleSoft Enterprise

**Peoplesoft - Application
Testing**

Functional Testing Suite for Oracle Applications
Load Testing Suite for Oracle Applications

Peoplesoft - UPK

Oracle User Productivity Kit Standard
Oracle User Productivity Kit Professional

**Peoplesoft - User Productivity
Kit Content Materials for CRM**

PeopleSoft Enterprise UPK HelpDesk for Human
Resources
PeopleSoft Enterprise UPK for Online Marketing
PeopleSoft Enterprise UPK for Support

**Peoplesoft - User Productivity
Kit Content Materials for
Human Capital Management**

PeopleSoft Enterprise UPK Absence Management
PeopleSoft Enterprise UPK Benefits Administration
PeopleSoft UPK for Candidate Gateway
PeopleSoft Enterprise UPK eBenefits
PeopleSoft Enterprise UPK eCompensation Manager
Desktop
PeopleSoft Enterprise UPK ePay
PeopleSoft Enterprise UPK ePerformance
PeopleSoft Enterprise UPK eProfile
PeopleSoft Enterprise UPK eProfile Manager Desktop
PeopleSoft UPK for Global Payroll Core
PeopleSoft Enterprise UPK Human Resources
PeopleSoft Enterprise UPK Payroll for North America
PeopleSoft Enterprise UPK Talent Acquisition Manager
PeopleSoft Enterprise UPK Time & Labor

**Peoplesoft - User Productivity
Kit Content Materials for
Learning Management**

PeopleSoft Enterprise UPK Enterprise Learning
Management

**Peoplesoft - User Productivity
Kit Content Materials for
Financials/ESA Software**

PeopleSoft Enterprise UPK Asset Management
PeopleSoft Enterprise UPK for Cash Management
PeopleSoft Enterprise UPK Contracts
PeopleSoft UPK for eSettlements
PeopleSoft Enterprise UPK Expenses
PeopleSoft Enterprise UPK General Ledger
PeopleSoft Enterprise UPK Grants
PeopleSoft Enterprise UPK Payables
PeopleSoft Enterprise UPK Project Costing
PeopleSoft Enterprise UPK Receivables

**Peoplesoft - User Productivity
Kit Content Materials for EPM
Financials/ESA**

PeopleSoft Enterprise UPK Planning and Budgeting

**Peoplesoft - User Productivity
Kit Content Materials for
Supply Chain Management**

PeopleSoft Enterprise UPK Billing
PeopleSoft UPK for eBill Payment
PeopleSoft Enterprise UPK eProcurement
PeopleSoft Enterprise UPK Inventory
PeopleSoft Enterprise UPK Order Management
PeopleSoft Enterprise UPK Purchasing
PeopleSoft Enterprise UPK for Strategic Sourcing
PeopleSoft UPK for Supplier Contract Management

**Peoplesoft - User Productivity
Kit Content Materials for
Campus Solutions**

PeopleSoft Enterprise UPK for Contributor Relations
PeopleSoft Enterprise UPK Student Administration

**Peoplesoft - Other User
Productivity Kit Content
Materials**

PeopleSoft Enterprise UPK Fundamentals for Campus
Solutions
PeopleSoft Enterprise UPK Fundamentals for Financials
and Supply Chain Management Software Modules
PeopleSoft Enterprise UPK Fundamentals for HCM
Software Modules
PeopleSoft Enterprise UPK Reporting Tools for Campus
Solutions

PeopleSoft Enterprise UPK Reporting Tools for
Financials/ESA and Supply Chain Management Software
Modules

PeopleSoft Enterprise UPK Reporting Tools for HCM
Software Modules
PeopleSoft Enterprise UPK Reporting Tools for
PeopleTools

Peoplesoft – Other

PeopleSoft Enterprise HCM Warehouse
PeopleSoft Enterprise Human Resources
PeopleSoft Enterprise Workforce Rewards
PeopleSoft Enterprise ePerformance
PeopleSoft Enterprise Scorecard
PeopleSoft Enterprise Payroll
PeopleSoft Enterprise HCM Portal Pack
PeopleSoft Enterprise Workforce Planning
PeopleSoft Enterprise Workforce Scorecard

JDE - EnterpriseOne

Customer Relationship Management
Advanced Pricing
Case Management
CRM Foundation
Customer Self Service
Fulfillment Management
In-Memory Sales Advisor
Sales Force Automation
Sales Order Management
One View Reporting for Sales Order Management
Service Management
One View Reporting for Service Management
Service Management Foundation
Manufacturing and Supply Chain Management
Advanced Stock Valuation
Agreement Management
Apparel Management
Blend Management
Bulk Stock Inventory
Configurator
Demand Flow Manufacturing
Demand Scheduling Execution
Grower Management
Grower Pricing and Payments
In-Memory Planning Advisor

Inventory Management
One View Reporting for Inventory Management
Manufacturing Management
One View Reporting for Manufacturing Management
Product Variants
Quality Management
Requirements Planning
Transportation Management
One View Reporting for Transportation Management
Warehouse Management
One View Reporting for Warehouse Management
Supply Chain Planning
Oracle Advanced Planning Command Center
Oracle Advanced Supply Chain Planning
Option: Oracle Constraint Based Optimization
Oracle Collaborative Planning
Oracle Global Order Promising
Oracle Inventory Optimization
Oracle Production Scheduling
Option: Oracle Repetitive Manufacturing Optimization
Oracle Rapid Planning
Oracle Service Parts Planning
Oracle Strategic Network Optimization
Demantra Demand Management
Option: Demantra Advanced Forecasting and Demand Modeling
Option: Demantra Real-time Sales and Operations Planning
Demantra Predictive Trade Planning
Option: Demantra Deduction and Settlement Management
Option: Demantra Trade Promotion Optimization
Demand Signal Repository
In-Memory Consumption Driven Planning
In-Memory Performance Driven Planning
Supply Management
Buyer Workspace
Operational Sourcing
Procurement and Subcontract Management
One View Reporting for Procurement and Subcontract Management
Requisition Self Service
Supplier Self Service
Asset Lifecycle Management
Advanced Real Estate Forecasting

Capital Asset Management

One View Reporting for Capital Asset Management

Condition-Based Maintenance

Equipment Cost Analysis

Real Estate Management

One View Reporting for Real Estate Management

Rental Management

One View Reporting for Rental Management

Resource Assignments

Project Management

Advanced Contract Billing

Contract and Service Billing

Homebuilder Management

In-Memory Project Portfolio Advisor

Project Costing

One View Reporting for Project Costing

Financial Management Suite

Expense Management

Financials

Option: Environmental Accounting and Reporting

One View Reporting for Financials

System Foundation

Health and Safety

Health and Safety Incident Management

One View Reporting for Health and Safety Incident Management

Human Capital Management

Human Resources

One View Reporting for Human Resources

Payroll

One View Reporting for Payroll

Self-Service Human Resources

Time and Labor

Tools & Technology

Adapter for MQ Series

Adapter for MSMQ

Core Tools and Infrastructure

Internet of Things Orchestrator (new metric is Priced in Advance of Availability)

Oracle Technology Foundation for JD Edwards

EnterpriseOne

Oracle Technology Foundation for JD Edwards

EnterpriseOne Upgrade

One View Reporting

One View Reporting Foundation

Application Testing

Functional Testing Suite for Oracle Applications

Load Testing Suite for Oracle Applications

Application Integration Architecture

Application Integration Architecture Foundation Pack

Application Integration Architecture Foundation Pack

Extension for Communications

Application Integration Architecture Foundation Pack

Extension for Insurance

Application Integration Architecture Foundation Pack

Extension for Utilities

Oracle Demantra Sales and Operations Planning

Integration to Hyperion Planning

Oracle Utilities Customer Care and Billing Integration to

JD Edwards Financials for General Ledger and Accounts

Payable

JDE - UPK

Oracle User Productivity Kit Standard

Oracle User Productivity Kit Professional

User Productivity Kit Content Materials for Manufacturing
and Supply Chain Management

JD Edwards EnterpriseOne UPK for Blend Management

JD Edwards EnterpriseOne UPK for Configurator

JD Edwards EnterpriseOne UPK for Grower

Management

JD Edwards EnterpriseOne UPK for Grower Pricing and
Payments

JD Edwards EnterpriseOne UPK for Manufacturing

Management Discrete Shop Floor Management

JD Edwards EnterpriseOne UPK for Manufacturing

Management Engineer to Order

JD Edwards EnterpriseOne UPK for Manufacturing

Management, Process Manufacturing

JD Edwards EnterpriseOne UPK for Requirements

Planning

User Productivity Kit Content Materials for Financial
Management

JD Edwards EnterpriseOne UPK Accounts Payable

JD Edwards EnterpriseOne UPK Accounts Receivable

JD Edwards EnterpriseOne UPK for Fixed Assets

Accounting

JD Edwards EnterpriseOne UPK General Ledger

User Productivity Kit Content Materials for Supply Chain
Management

JD Edwards EnterpriseOne UPK for Advanced Pricing
JD Edwards EnterpriseOne UPK Inventory Management
JD Edwards EnterpriseOne UPK Manufacturing - PDM
JD Edwards EnterpriseOne UPK for Sales Order
Management

User Productivity Kit Content Materials for Supplier
Relationship Management
JD Edwards EnterpriseOne UPK Procurement and
Subcontract Management

User Productivity Kit Content Materials for Asset Lifecycle
Management
JD Edwards EnterpriseOne UPK for Advanced Real
Estate Forecasting
JD Edwards EnterpriseOne UPK for Capital Asset
Management
JD Edwards EnterpriseOne UPK for Real Estate
Management

User Productivity Kit Content Materials for Project
Management
JD Edwards EnterpriseOne UPK for Homebuilder
Management
JD Edwards EnterpriseOne UPK for Project Costing

User Productivity Kit Content Materials for Human Capital
Management
JD Edwards EnterpriseOne UPK for Human Capital
Management Fundamentals
JD Edwards EnterpriseOne User Productivity Kit for
Human Resources, Benefits
JD Edwards EnterpriseOne UPK for Time and Labor

Other User Productivity Kit Content Materials
JD Edwards EnterpriseOne UPK Fundamentals for
EnterpriseOne

JDE - World Products

Distribution Management
Quality Management
Manufacturing Management
Project Management
Financial Management
Multi-Site Consolidations
Foundation
Human Resources Management

Payroll
Expense Management
Purchase Card Management

JDE - UPK

Oracle User Productivity Kit Standard
Oracle User Productivity Kit Professional

User Productivity Kit Content Materials for Distribution
Management

JD Edwards World UPK for Advanced Pricing
JD Edwards World UPK for Inventory Management
JD Edwards World UPK for Procurement
JD Edwards World UPK for Project Costing
JD Edwards World UPK for Sales Order Management

User Productivity Kit Content Materials for Manufacturing
Management

JD Edwards World UPK for Base Configurator
JD Edwards World UPK for Product Costing and
Manufacturing Accounting
JD Edwards World UPK for Product Data Management
and Shop Floor Control
JD Edwards World UPK for Requirements Planning and
Production Scheduling

User Productivity Kit Content Materials for Financials
Management

JD Edwards World UPK for Accounts Payable
JD Edwards World UPK for Accounts Receivable
JD Edwards World UPK for FASTR
JD Edwards World UPK for Fixed Assets
JD Edwards World UPK for General Ledger

User Productivity Kit Content Materials for Foundation

JD Edwards World UPK for Address Book
JD Edwards World UPK for Common Foundation
JD Edwards World UPK for EDI
JD Edwards World UPK for Technical Foundation
JD Edwards World UPK for World Writer

User Productivity Kit Content Materials for Human Capital
Management

JD Edwards World UPK for Human Resources
Management
JD Edwards World UPK for Payroll

**Siebel Professional Edition &
Add-ons**

Base Application
Siebel Communications, Media and Energy CRM Base
Option
Siebel Financial Services CRM Base Option
Siebel Life Sciences CRM Base Option
Siebel Manufacturing CRM Base Option
Siebel Distribution CRM Base Option
Siebel Public Sector CRM Base Option
Siebel CRM Marketing Automation Base
Siebel CRM Sales Base (Siebel Sales Base)
Siebel CRM Service Base
General
Siebel Briefings
Siebel Content Center
Siebel Content Publishing
Siebel Correspondence
Siebel CTI
Siebel D&B Integration Solution
Siebel Employee Self-Service
Siebel Events Manager
Siebel Forecasting
Siebel Handheld
Siebel HelpDesk Online
Siebel Householding
Siebel Lead Management
Siebel Message Broadcasting and Alerts
Siebel References
Siebel SmartScript
Siebel Time and Expense Reporting
Siebel Wireless
Siebel Advanced Search
Sales
Siebel Enterprise Selling Process
Siebel Proposals & Presentations
Siebel Target Account Selling
Service
Siebel Asset Management
Siebel Change Management
Siebel HelpDesk
Siebel Quality Management
Siebel Solutions
Base Functionality

Siebel CRM Marketing Automation Option
Siebel CRM Sales Option
Siebel CRM Service Option

Siebel Cross-Industry

Tools and Servers
Siebel Tools Complete
Siebel Tools
Siebel Test Automation Interfaces
Siebel Server Extensions for UNIX
Siebel Mobile Connector
Siebel Connector for Satmetrix Exchange
Application Testing
Oracle Functional Testing Suite for Oracle
Applications
Oracle Load Testing Suite for Oracle Applications
General Options
Siebel Advanced Market Development Funds
Siebel Anywhere
Siebel Advisor
Siebel Briefings
Siebel Configurator Administration Server
Siebel Configurator Runtime
Siebel Content Center
Siebel Content Publishing
Siebel Contracts
Siebel Correspondence
Siebel CTI
Siebel D&B Integration Solution
Siebel Data Quality
Siebel Dynamic Catalog
Siebel Dynamic Pricer
Siebel Remote Client
Siebel Smart Answer Connector
Siebel Server Sync - Microsoft Exchange Server
Siebel CRM Desktop
Siebel Customer Content
Siebel Mobile
Siebel Connector for Satmetrix Exchange
Siebel Employee Self-Service
Siebel Events Manager
Siebel Forecasting
Siebel Handheld
Siebel HelpDesk Online

Siebel Householdng
Siebel Lead Management
Siebel Message Broadcasting and Alerts
Siebel Mobile Sales Assistant Data Access
Siebel Partner Manager
Siebel Quote and Order Capture
Siebel References
Siebel Signature Capture Tool
Siebel CRM Customer Order Management
Siebel Advisor
Siebel Customer Order Management Administrator
Siebel Customer Order Management Administration
Server
Siebel SmartScript
Siebel Territory Management
Siebel Time and Expense Reporting
Siebel Wireless
Sales Options
Oracle Business Approvals Connector for
Siebel Quotes
Siebel CRM Sales
Sales Managers
Siebel Enterprise Selling Process (ESP)
Siebel Portfolio Management Process (PMP)
Siebel Proposals & Presentations
Siebel Target Account Selling (TAS)
Service Options
Siebel Asset Management
Siebel Change Management
Siebel CRM Service
Siebel Smart Answer for Service
Siebel Email Response
Siebel Field Service
Siebel HelpDesk Option
Siebel Quality Management
Siebel Solutions
Field Service Options
Siebel Barcode
Siebel Logistics Manager
Siebel Preventive Maintenance
Siebel Repair
Siebel Scheduling
Oracle Real-Time Scheduler
Marketing Automation Options

Siebel Campaign Management
Siebel Email/Web Offer Designer
Siebel Email Marketing Server
Siebel Marketing Resource Manager
Siebel Marketing Server
Siebel Marketing Server
Siebel CRM Loyalty
Siebel Loyalty Engine Standard Edition
Siebel Loyalty Engine Multi-Partner Edition
Siebel Loyalty Manager
Siebel Loyalty Member Services Representative
Siebel CRM Warranty
Siebel Warranty Claims
Siebel Warranty Validation Server
Siebel Warranty Processing
Siebel Warranty Management Administrator
Applications Not Requiring a Base
Siebel Configurator Administration Server
Siebel Content Publishing
Siebel Customer Content
Siebel Handheld Stand Alone
Siebel HelpDesk
Siebel Loyalty Service Agent Console
Siebel Segment Manager Stand Alone
Siebel CRM Not Requiring Base - Customer Order
Management
Siebel Customer Order Management Administration
Server
Siebel Order Validation Engine
HelpDesk Options Not Requiring a Base
Siebel Asset Management
Siebel Change Management
Siebel HelpDesk Online
Siebel CRM Self-Service
Siebel E-Commerce
Siebel Configurator Runtime for E-Commerce
Siebel Dynamic Pricer for E-Commerce
Customer Portal
Siebel eCustomer
Siebel eSales
Siebel eService
Siebel Web Marketing
Siebel Loyalty Customer Portal
Customer Portal Options

Siebel Advisor for Customers
Siebel Configurator Runtime for Customers
Siebel Content Publishing for Customers
Siebel Dynamic Pricer for Customers
Siebel Events for Customers
Siebel Self-Service Wireless for Customers
Siebel SmartScript for Customers
*Siebel CRM Customer Modules not Requiring a
Customer Portal*
Siebel Advisor Stand Alone
Partner Portal
Siebel Partner Portal
Siebel Loyalty Partner Portal
Partner Portal Options
Siebel Advanced Market Development Funds for
Partners
Siebel Advanced Market Development
Funds for Partners
Siebel Advisor for Partners
Siebel Anywhere for Partners
Siebel Basic Pricer for Partners
Siebel Campaign Management for Partners
Siebel Campaigns for Partners
Siebel Configurator Runtime for Partners
Siebel Content Center for Partners
Siebel Content Publishing for Partners
Siebel Customer Order Management Administrator
for Partners
Siebel Dynamic Pricer for Partners
Siebel Field Service for Partners
Siebel Forecasting for Partners
Siebel Logistics Manager for Partners
Siebel Marketing Resource Manager for Partners
Siebel Partner Commerce for Partners
Siebel PRM Wireless for Partners
Siebel Proposals & Presentations for Partners
Siebel Remote Client for Partners
Siebel SmartScript for Partners
Siebel Warranty for Partners
Partner Applications not Requiring Partner Portal
Siebel PRM Wireless Standalone for Partners

Siebel CRM Web Channel
Siebel CRM Web Channel for Employees

**Siebel Communications,
Media and Energy - Base
Application**

Siebel Communications, Media and Energy CRM
Marketing Automation Base
Siebel Communications, Media and Energy CRM Sales
Base
Siebel Communications, Media and Energy CRM Service
Base
Siebel Communications, Media and Energy - General
Siebel CME Contracts
Siebel Contract Terms and Conditions
Siebel Network Order Entry
Siebel Premises
Siebel Rollup
Siebel Work Orders
*Siebel Communications, Media and Energy Customer
Order Management*
Siebel Bulk Order Capture
Siebel Bulk Orders Administration Server
Siebel CME Quote and Order Capture
Siebel Multisite Ordering
Siebel Promotion Groups
Siebel Communications, Media and Energy - Sales
Siebel Field Service Assets for Sales Base

Siebel Call Reports
Siebel Design Opportunity Management
Siebel Field Service Assets
Siebel Pricing Authorization Management
Siebel Pricing Claims Server
Siebel Communications, Media and Energy - Service
Siebel Credit Management
Siebel Fraud Management
Siebel Billing Management
Siebel Credit Management
Siebel Fraud Management
Siebel Price Comparison

Siebel Communications, Media and Energy Self-Service
Siebel Communications E-Commerce
*Siebel Communications, Media and Energy Customer
Portal*
Siebel CME eCustomer
Siebel CME eSales
Siebel CME eService

Siebel CME Web Marketing
*Siebel Communications, Media and Energy Customer
Portal Modules*

Siebel Price Comparison for Customers
Siebel CME Quote and Order Capture for Customers
*Siebel Communications, Media and Energy Partner
Portal*

Siebel CME Partner Portal
*Siebel Communications, Media and Energy Partner
Portal Modules*

Siebel CME Partner Commerce
Siebel Bulk Order Capture for Partners
Siebel Credit Management for Partners
Siebel Design Opportunity Management for Partners
Siebel Fraud Management for Partners
Siebel Pricing Authorization Management for Partners
Siebel Promotion Groups for Partners
Siebel CME Quote and Order Capture for Partners

**Siebel Financial Services -
Base Application**

Siebel Financial Services CRM Marketing Automation
Base

Siebel Financial Services CRM Sales Base
Siebel Financial Services CRM Service Base
Siebel Financial Services - General
Siebel Commercial Banking Loan Approval
Siebel Corporate and Commercial Banking
Siebel Credit Origination
Siebel Finance Events Manager
Siebel Financial Accounts
Siebel Group Coverage
Siebel Group Pensions
Siebel Group Policies
Siebel Healthcare Providers and Facilities
Siebel Individual Coverage
Siebel Financial Services Quotes
Siebel Financial Services Finance Line of Business
Siebel Financial Services Healthcare
Siebel Financial Services Insurance
Siebel Financial Services Insurance Service
Siebel Insurance Field Service
Siebel Individual Life and Annuities
Siebel Institutional Sales and Research
Siebel Investment Banking
Siebel Investment Management

Siebel Personal Lines Claims
Siebel Personal Lines Policies

Siebel Financial Services Proposals and Presentations
Siebel Financial Services Customer Order Management
Siebel Financial Services Customer Order Management
for Banking
Siebel Retirement/Pension Management
Siebel Rollup
Siebel Small Business Banking
Siebel Wealth Management
Siebel Financial Services - Sales
Siebel Call Reports
Siebel Needs Analysis / Applications (Non credit)
Siebel Financial Services - Base Functionality
Siebel Financial Services CRM Marketing Automation
option
Siebel Financial Services CRM Sales option
Siebel Financial Services CRM Service option
Siebel Financial Services - General Options
Siebel Commercial Banking Loan Approval
Siebel Corporate and Commercial Banking
Siebel Credit Origination
Siebel Customer Relationship Console-HTML
Siebel Finance Events Manager
Siebel Financial Accounts
Siebel Group Coverage
Siebel Group Pensions
Siebel Group Policies
Siebel Healthcare Providers and Facilities
Siebel Individual Coverage
Siebel Individual Life and Annuities
Siebel Institutional Sales and Research
Siebel Investment Banking
Siebel Investment Management
Siebel Network Order Entry (Siebel Order Entry)
Siebel Personal Lines Claims
Siebel Personal Lines Policies
Siebel Financial Services Proposals and Presentations
Siebel Financial Services Quote and Order Capture
Siebel Retirement/Pension Management
Siebel Rollup
Siebel Small Business Banking
Siebel Wealth Management

Siebel Financial Services - Sales Options

Siebel Call Reports

Siebel Needs Analysis/Applications (Non credit)

Siebel Financial Services - Service Options

Siebel Collections

Siebel Insurance Field Service

Siebel Financial Services - Customer Portal

Siebel Financial Services eCustomer

Siebel Financial Services eSales

Siebel Financial Services eService

Siebel Financial Services Web Marketing**Siebel Enrollment Portal****Siebel Financial Services - Customer Portal Options**

Siebel Finance Events

Siebel Financial Services - Partner Portal

Siebel Agent Portal

Siebel Finance Partner Portal

Siebel Service Provider Portal

Siebel Financial Services - Agent Portal Options

Siebel Individual and Group Coverage

Siebel Life and Pensions

Siebel P&C Claims

Siebel P&C Policies

Siebel Financial Services - Partner Portal OptionsSiebel Financial Services Proposals and Presentations
for Partners

Siebel Manufacturing – General

Siebel Manufacturing – Service

Siebel Manufacturing - Base Functionality

Automotive Service History

Siebel Financial Services - Base Application

Siebel Financial Services CRM Marketing Automation
BaseAdditional included functionality available with Siebel
Manufacturing CRM base applications

Automotive Service History

**Siebel Life Sciences - Base
Application**

Siebel Life Sciences CRM Marketing Automation Base

Siebel Life Sciences CRM Sales Base

Siebel Life Sciences CRM Service Base
Siebel Life Sciences - General
Siebel Managed Care Profile
Siebel Medical Education
Siebel Payments
Siebel Prescription Analysis
Siebel Life Sciences - Base Functionality
Siebel Life Sciences CRM Marketing Automation option
Siebel Life Sciences CRM Sales option
Siebel Life Sciences CRM Service option
Siebel Life Sciences - General Options
Siebel Advanced Contracts
Siebel Business Rules
Siebel Contract Terms and Conditions
Siebel Managed Care
Siebel Managed Care Profile
Siebel Medical Education
Siebel Network Order Entry
Siebel Opportunities and Contracts
Siebel Pharma Campaigns
Siebel Prescription Analysis
Siebel Rollup
Siebel Samples
Siebel Life Sciences - Sales Options
Siebel Design Opportunity Management
Siebel Pricing Authorization Management
Siebel Pricing Claims Server
Siebel Life Sciences - Service Options
Siebel Collections
Siebel Life Sciences - Sales Options for Medical
Siebel Medical Handheld
Siebel Medical Inventory Management
Siebel Life Sciences - Service Options for Medical
Siebel Medical Field Service
Siebel Life Sciences - Sales Options for Pharma
Siebel Pharma Handheld
Siebel Signature Capture
Siebel Life Sciences Pharma Marketing Server
Siebel Pharma Marketing Server-First Brand
Siebel Pharma Marketing Server-Additional Brand
Siebel Pharma Marketing Server-Unlimited Brands –
Unlimited records
Siebel Life Sciences - Applications Not Requiring a Base
Siebel Medical Handheld Stand Alone

Siebel Pharma Handheld Stand Alone
**Siebel Life Sciences - Pharma Handheld Stand Alone
Options**

Siebel Expense Reports for Handheld Stand Alone
Siebel Medical Education for Handheld Stand Alone
Siebel Samples for Handheld Stand Alone
Siebel Signature Capture Stand Alone
Siebel Life Sciences - Customer Portal
Siebel Pharma eService

Siebel Life Sciences - Customer Portal Options

Siebel MedEd for Customers
Siebel Samples for Customers
Siebel Details

Siebel Life Sciences - Partner Portal Options

Siebel Delegated Business Rules for Partners
Siebel Design Opportunity Management for Partners
Siebel Life Sciences Field Service for Partners for
Partners
Siebel Pricing Authorization Management for Partners

**Siebel Manufacturing - Base
Application**

Siebel Manufacturing CRM Marketing Automation Base
Siebel Manufacturing CRM Sales Base
Siebel Manufacturing CRM Service Base
Siebel Manufacturing - General
Siebel Business Rules
Siebel Contract Terms and Conditions
Siebel Financial Accounts
Siebel Lease End-of-Term Processing
Siebel Personal Lines Claims
Siebel Manufacturing Automotive
Siebel Rollup
Siebel Title Management
Siebel Vehicle Contracts
Siebel Work Orders
Siebel Manufacturing - Service
Siebel Billing Management
Siebel Credit Management
Siebel Fraud Management
Siebel Manufacturing - Base Functionality
Siebel Manufacturing CRM Sales option
Siebel Manufacturing CRM Service option
Siebel Manufacturing CRM Marketing Automation option

Siebel Distribution Base Applications

Siebel Distribution CRM Marketing Automation Base
Siebel Distribution CRM Sales Base
Siebel Distribution CRM Service Base
Siebel Distribution – General
Siebel Contract Terms and Conditions
Siebel Deductions
Siebel Distribution - Base Functionality
Siebel Distribution CRM Marketing Automation option
Siebel Distribution CRM Sales Option
Siebel Distribution CRM Service Option

Siebel Manufacturing - General Options

Siebel Business Rules
Siebel Contract Terms and Conditions
Siebel Oil, Gas and Chemicals Contracts
Siebel Financial Accounts
Siebel Lease End-of-Term Processing
Siebel Network Order Entry
Siebel Personal Lines Claims
Siebel Premises
Siebel OGC Contracts
Siebel Oil, Gas and Chemicals Quote & Order Capture
Siebel Remarketing
Siebel Rollup
Siebel Title Management
Siebel Vehicle Contracts
Siebel Work Orders
Siebel Manufacturing - Sales Options
Siebel Call Reports
Siebel Credit Origination
Siebel Design Opportunity Management
Siebel Pricing Authorization Management
Siebel Pricing Claims Server - Up to 20 Users
Siebel Manufacturing - Service Options
Siebel Billing Management
Siebel Collections
Siebel Credit Management
Siebel Fraud Management

Siebel Manufacturing Customer Portal
Siebel OGC eCustomer

**Siebel Distribution - General
Options**

Siebel OGC eSales
Siebel OGC eService
Siebel OGC Web Marketing
*Siebel Manufacturing Oil, Gas and Chemicals Customer
Portal*
Siebel OGC Quote and Order Capture for Customers

Siebel Advanced Contracts
Siebel Contract Terms and Conditions
Siebel Deductions
Siebel Consumer Goods Dynamic Catalog
Siebel Inventory and Order Management
Siebel Network Order Entry
Siebel Distribution Consumer Goods General
Siebel Consumer Goods Customer Order Management
Administration Server

Siebel Consumer Goods Quote and Order Capture
Demantra Predictive Trade Planning
Siebel Sales Volume Planning
Siebel Trade Promotions

Siebel Distribution - Sales Options

Siebel Consumer Goods Sales Handheld
Siebel Van Sales/Delivery
Siebel Group Sales and Event Management
Siebel Distribution Hospitality Sales
Siebel Group Inventory and Execution
Siebel Distribution - Applications
Siebel Consumer Goods Sales Handheld DSS Stand
Alone

**Siebel Manufacturing -
Customer Portal**

Siebel Oil, Gas, and Chemicals eCustomer
Siebel Oil, Gas, and Chemicals eSales
Siebel Oil, Gas, and Chemicals eService
Siebel Oil, Gas, and Chemicals Web Marketing
Siebel Manufacturing - Customer Portal Options
Siebel Oil, Gas, and Chemicals Quote and Order Capture
Siebel Manufacturing - Partner Portal
Siebel Dealer Portal
Siebel Oil, Gas, and Chemicals Partner Portal
Siebel Manufacturing - Dealer Portal Options
Siebel Credit Origination for Partners
Siebel Dealer Advanced Marketing for Partners
Siebel Delegated Business Rules for Partners

Siebel Financial Accounts for Partners

Siebel Remarketing for Partners

Siebel Showroom for Partners

Siebel Warranty for Partners

Siebel Manufacturing - Partner Portal Options

Siebel Design Opportunity Management for Partners

Siebel Pricing Authorization Management for Partners

**Siebel Manufacturing - Partner Portal Options for Oil,
Gas and Chemicals**

Siebel Credit Management for Partners

Siebel Fraud Management for Partners

Siebel Oil, Gas, and Chemicals Partner Commerce for
Partners

Siebel Oil, Gas, and Chemicals Quote & Order Capture
for Partners

**Siebel Distribution - Partner
Portal Options for Consumer
Goods**

Siebel Deductions for Partners

Siebel Sales Volume Planning for Partners

Siebel Trade Promotions for Partners

**Siebel Public Sector - Base
Application**

Siebel Public Sector CRM Base

**Siebel Public Sector - Base
Functionality**

Siebel Public Sector CRM option

**Siebel Public Sector -
Customer Portal**

Siebel Public Sector eService

**Siebel Public Sector - Partner
Portal**

Siebel Public Sector Partner Portal

Oracle Self-Service E-Billing

Oracle Self-Service E-Billing Business Edition

Oracle Self-Service E-Billing Consumer Edition

Siebel Self-Service eBilling

Siebel eBilling Manager for Consumer

Siebel ePayment Manager

Siebel eStatement Manager

**Siebel Self-Service
Communications**

Siebel Communications Billing Analytics Manager
Siebel Communications Billing Manager for Business
Siebel Communications Billing Manager for Consumer

RTD

Siebel Next Best Action

Policy Automation Authoring

Oracle Policy Modeling

Policy Automation Authoring

Oracle Policy Automation
Oracle Policy Automation
Oracle Policy Automation for Mobile Devices
Oracle Policy Automation for Oracle CRM On Demand

Policy Automation General

Oracle Policy Automation Connector for Siebel
Oracle Policy Automation Connector for Siebel
Oracle Policy Automation Connector for Oracle CRM On
Demand

**Policy Automation In-Memory
Applications**

Oracle In-Memory Policy Analytics

ATG Commerce

ATG Web Commerce
WebCenter Sites for Oracle ATG Web Commerce
ATG Web Commerce Merchandising
ATG Web Commerce Service Center
ATG Web Commerce Search

**ATG Developer and
Administrator**

ATG Web Commerce Developer and Administrator

ATG Knowledge Manager

ATG Web Knowledge Manager
ATG Web Knowledge Manager Self-Service

ATG Business Intelligence

ATG Web Commerce Business Intelligence
ATG Web Commerce Business Intelligence Administrator

Endeca Search

Endeca Guided Search
Endeca Experience Manager

Endeca Search Add-Ons

Endeca Relationship Discovery
Endeca Text Enrichment
Endeca Text Enrichment with Sentiment Analysis

Endeca Developer and Administrator

Endeca Developer

Knowledge Enterprise Edition

Oracle Knowledge for Contact Center Enterprise Edition
Oracle Knowledge for Web Self Service Enterprise Edition

Knowledge Standard Edition

Oracle Knowledge for Contact Center Standard Edition
Oracle Knowledge for Web Self Service Standard Edition

Knowledge Analytics

Oracle Knowledge Analytics

Recommendations Add-ons

Recommendations Additional Catalog On Demand
Recommendations Large Catalog On Demand

UPK

Oracle User Productivity Kit Standard (UPK)
Oracle User Productivity Kit Professional

Master Data Management - Customer Hub for B2B

Oracle Customer Hub B2B
Oracle Customer Hub Add-on B2B for Siebel CRM and
Oracle E-Business Suite

**Customer Hub & Customer
Hub Add-on options**

option: Oracle Activity Hub B2B
option: Oracle Field Service Hub B2B
option: Oracle Marketing Hub B2B
option: Oracle Sales Hub B2B
option: Oracle Service Hub B2B

**Master Data Management -
Customer Hub for B2C**

Oracle Customer Hub B2C
Oracle Customer Hub Add-on B2C for Siebel CRM and
Oracle E-Business Suite

**Customer Hub & Customer
Hub Add-on options**

option: Oracle Activity Hub B2C
option: Oracle Field Service Hub B2C
option: Oracle Marketing Hub B2C
option: Oracle Privacy Management Policy Hub B2C
option: Oracle Sales Hub B2C
option: Oracle Service Hub B2C

**Master Data Management -
Vertical Customer Hub**

Oracle Automotive Captive Finance Customer Hub
Oracle Case Hub
Oracle Higher Education Constituent Hub
Oracle Life Sciences Customer Hub

**Master Data Management -
Product Information
Management (PIM)**

Oracle Product Hub
Oracle Product Hub Add-on

**Master Data Management -
Administrative &
Development**

Oracle Customer Hub Data Steward
Oracle Higher Education Constituent Hub Data Steward
Oracle Product Hub Data Steward

**Master Data Management -
Enterprise Data Quality**

Oracle Enterprise Data Quality Address Verification
Server

Oracle Enterprise Data Quality Standardization and Match
Oracle Enterprise Data Quality Profile and Audit
Oracle Enterprise Data Quality Product Data Extension
Oracle Watchlist Screening

Included functionality with each Siebel base application listed

Accounts
Activity Management
Anywhere
Assignment Manager
Audit Trail
Calendar
Communications Server
Contacts
Employees
Encyclopedia
Enterprise Application Integration
Executive Information System
Global Accounts
Lead Management
Literature
Marketing Development Funds
Marketing Resource Manager
Messaging
Notes and Attachments
Opportunities and Pipeline
Personalization
Price Lists
Products
Remote
Sales Assistant
Server Sync – Microsoft Exchange Server (Siebel Sync)
Service Assistant
Service Requests
System Software
Workflow

Additional included functionality available with Siebel Communications, Media and Energy CRM base applications

Multiple Price Types

**Additional included
functionality available with
Siebel Financial Services
base applications**

Financial Profile
Financial Services Service Request
Households
Members

**Additional included
functionality available with
Siebel Life Sciences base
applications**

Households

**Additional included
functionality available with
Siebel Manufacturing CRM
base applications**

Automotive Sales History
Automotive Service History
Automotive Tools
Vehicles
Households

**Additional included
functionality available with
the Siebel Distribution CRM
base application**

Buying Groups
Households
Objectives
Visits
Routes

**Additional included
functionality available with
Siebel Public Sector base
applications**

Households
Case Management
Incident Management
Evidence Management
Lead Management
Immigration Contacts
Disease and Medication Management

Oracle RightNow

Oracle RightNow Dynamic Agent Desktop Cloud Service
Oracle RightNow Standard Dynamic Agent Desktop
Cloud Service
Oracle RightNow Enterprise Dynamic Agent Desktop
Cloud Service
Oracle RightNow Enterprise Contact Center Dynamic
Agent Desktop Cloud Service
Oracle RightNow Standalone Chat Dynamic Agent
Desktop Cloud Service
Oracle Standalone Cobrowse Dynamic Agent Desktop
Cloud Service
Oracle RightNow Dynamic Agent Knowledgebase Cloud
Service
Oracle RightNow Cloud Service - Desktop Seats Add-
Ons
Oracle RightNow Chat Cloud Service
Oracle RightNow Cobrowse Cloud Service
Oracle RightNow Cobrowse Remote Support Cloud
Service
Oracle RightNow Contextual Workspaces Cloud Service
Oracle RightNow Guided Assistance Cloud Service
Oracle RightNow Agent Scripting Cloud Service
Oracle RightNow Standalone Foundation Agent
Knowledgebase Cloud Service
Oracle RightNow Standalone Advanced Agent
Knowledgebase Cloud Service
Oracle RightNow Non-Contact Center User Cloud
Service
Oracle RightNow Social Monitor Cloud Service
Oracle Policy Automation for Agents Cloud Service
Oracle Policy Automation Mobile Cloud Service
Oracle Policy Automation Collaboration Cloud Service
Oracle RightNow Connect Web Services API Operations
Monthly

Oracle RightNow Connect Web Services API Operations Service Period Pool
Oracle RightNow Instance Cloud Service
Oracle RightNow Interface Cloud Service
Oracle Additional Test Environment for Oracle RightNow
Cloud Service
Oracle RightNow Single Sign-On Cloud Service
Oracle RightNow Website Search Cloud Service
Oracle Field Service Core Manage Cloud Service
Oracle Field Service Mobility Cloud Service
Oracle Field Service Routing Cloud Service
Oracle Field Service Capacity Cloud Service
Oracle Field Service Customer Communication Cloud
Service

Oracle Field Service Collaboration Cloud Service
Oracle Field Service Smart Location Cloud Service
Oracle Field Service Forecasting Cloud Service
Oracle Field Service ETAWorkforce Cloud Service for
Salesforce
Oracle Field Service ETAWorkforce Connector Cloud
Service for Salesforce
Oracle Field Service Dedicated Hosting Environment
Cloud Service
Oracle Additional Test Environment for Oracle Field
Service Cloud Service
Oracle RightNow Cloud Service Cloud Offerings
Oracle RightNow Cloud Platform Cloud Service
Oracle RightNow Dedicated Database with Encryption
Cloud Service
Oracle RightNow PCI Certified Cloud Platform Cloud
Service
Oracle RightNow Cloud Platform for United States
Government Cloud Service
Oracle RightNow Cloud Platform for United Kingdom
Government Cloud Service
Oracle RightNow Cloud Platform for United States
Department of Defense Cloud Service
TELUS Hosting Service for Oracle RightNow Customers
TELUS Hosting Service for Internal TELUS Business
Units
Oracle RightNow Cloud Service Support Add-Ons
Oracle RightNow Custom Domain SSL Application
Hosting
Oracle Virtual Private Network for Oracle RightNow Cloud
Service
Oracle Virtual Private Network for Oracle Field Service
Cloud Service
Oracle RightNow Additional Mailbox
Oracle RightNow Dedicated Outbound IP Address
Oracle RightNow Service Cloud Implementation Services
Base Package: Oracle RightNow Solution
Implementation Service for Knowledge Management and
Incident Management
Base Package: Oracle RightNow Solution
Implementation Service for Knowledge Management and
Standalone Chat
Base Package: Oracle RightNow Solution
Implementation Service for Knowledge Management
Add-On: Managing Multiple Interfaces (First additional
interface)
Add-On: Managing Multiple Interfaces (each additional
interface after 1st)
Add-On: Customer Portal (Standard Widgets) - Single
Interface/Page Set
Add-On: Customer Portal Technical Coaching (Do-It-
Yourself)

Add-On: Customer Portal Branding and Styling (Level 1)

Add-On: Customer Portal Branding and Styling (Level 2)

Add-On: Feedback/Closed Incident Survey (1st interface)

Add-On: Feedback/Closed Incident Survey (each additional interface)

Add-On: Chat (1st interface)

Add-On: Chat (each additional interface)

Add-On: Co-Browse (1st Interface, Can be sold stand-alone)

Add-On: Co-Browse (each additional interface)

Add-On: Co-Browse Security Bundle (Delivered by LiveLook, RightNow PM included)

Add-On: Cloud Monitor (1st interface)

Add-On: Cloud Monitor (each additional interface)

Add-On: Dynamic Agent Workspaces/Workflow (1st interface)

Add-On: Dynamic Agent Workspaces/Workflow (each additional interface)

Add-On: Guided Assistance (1st interface)

Add-On: Guided Assistance (each additional interface)

Add-On: Agent Scripting (1st interface)

Add-On: Agent Scripting (each additional interface)

Add-On: Outbound (single interface)

Add-On: Sales (single interface)

Add-On: Using the Data Import Wizard

Add-On: Configuring Custom Objects

Add-On: Configuring Web Indexer

Add-On: Basic Screen Pop

Add-On: Technical Coaching-API

Add-On: Technical Coaching - Single Sign-On (SAML/PTA)

Add-On: RightNow Self-Service for Facebook Self- and Assisted-Service

Add-On: Knowledge Syndication

Oracle Virtual Private Network Setup Fee Cloud Service

Oracle Live Help Cloud Service Implementation Services

Oracle Live Help Chat Cloud Service Implementation

Oracle Live Help Click-to-Call Cloud Service Implementation

Oracle Live Help FTP Data Feed Cloud Service Implementation

Oracle Live Help Data Post Cloud Service Implementation

Oracle Engagement Engine Cloud Service Implementation Services

Oracle Engagement Engine Cloud Service Set-Up Service

Oracle Engagement Engine Cloud Service
Implementation
Oracle Click-to-Call Cloud Service Implementation
Services
Oracle Click-to-Call Cloud Service Implementation
Oracle RightNow Service Cloud Import/Export Services
Oracle RightNow Data Export Service
Oracle RightNow Service Cloud Business Services
Oracle RightNow and Oracle Live Help Remote Product
Coaching Service
Oracle RightNow Knowledgebase Optimization
Engagement Service
Oracle RightNow Analytics Optimization Engagement
Service
Oracle RightNow General Optimization Engagement
Onsite Service - Onsite
Oracle RightNow General Optimization Engagement
Remote Service - Remote
Oracle RightNow Computer Telephony Integration
Discovery Service
Oracle RightNow Customization Support
Oracle RightNow Customization Support Services Pool
Oracle RightNow Service Cloud Managed Services
Oracle RightNow and Oracle Live Help Cloud Managed
Services
Oracle RightNow Service Cloud Education Services
Oracle Learning Credits
Oracle RightNow Service Cloud Pre-Paid Services
Oracle RightNow Universal Service Credits
Oracle RightNow Desktop Workflow Cloud Service
Oracle Policy Automation Agent Cloud Service
Oracle RightNow Web Cloud Service - Billable Sessions
Oracle RightNow Universal
Oracle RightNow Emails Cloud Service - Emails Sent
Oracle RightNow Experience Routing Cloud Service
Oracle RightNow Emails Sent Monthly
Oracle RightNow Emails Sent
Oracle RightNow Emails Sent Service Period Pool
Oracle RightNow Connect Web Services API Operations
Oracle RightNow Connect Web Services API Operations
Service

Social Relationship Management

Oracle Social Engagement and Monitoring Base
Social Engagement and Monitoring Cloud Service
(Essential/Select/Advanced/Elite Edition)
Oracle Social Engagement and Monitoring Add-Ons

Oracle Social Engagement and Monitoring Cloud Service
- Additional Engagement User
Social Engagement and Monitoring Cloud Service
Oracle Social Marketing Base
Social Marketing Cloud
Service(Essential/Select/Advanced/Elite Edition)
Oracle Social Marketing Add-Ons
Social Marketing Shop Cloud Service
Social Marketing Games Cloud Service
Oracle Social Relationship Management Add-Ons
Social Relationship Management Cloud Service

Eloqua

Eloqua Platforms
Eloqua Marketing Basic Cloud Service
Eloqua Marketing Standard Cloud Service
Eloqua Marketing Enterprise Cloud Service
Eloqua Marketing for Partners Cloud Service
Eloqua Platform Verticals
Eloqua Marketing for Asset Management Cloud Service
Eloqua Marketing for Communications Standard Cloud
Service
Eloqua Marketing for Entertainment Cloud Service
Eloqua Marketing for Higher Education Cloud Service
Eloqua Marketing for Insurance Cloud Service
Eloqua Marketing for Life Sciences Cloud Service
Eloqua Marketing for Life Sciences Consumers Cloud
Service
Eloqua Marketing for Life Sciences Professionals Cloud
Service
Eloqua Marketing for Manufacturing Basic Cloud Service
Eloqua Marketing for Manufacturing Standard Cloud
Service
Eloqua Marketing for Nonprofit Cloud Service
Eloqua Marketing for Utilities Cloud Service
Eloqua Marketing for Wealth Management Cloud Service
Eloqua Platform Add-Ons
Eloqua Advanced Lead Scoring Cloud Service
Eloqua Advertising Cloud Service
Eloqua Event Management Cloud Service
Eloqua Security Administration Cloud Service
Content Marketing
Content Marketing Lite Cloud Service
Content Marketing Basic Cloud Service
Content Marketing Standard Cloud Service
Content Marketing Enterprise Cloud Service

Content Marketing Add-Ons
Content Marketing Additional 10 Users Cloud Service
Content Marketing Additional Business Unit Cloud Service
Content Marketing Additional Publisher Cloud Service
Eloqua Platform BI Add-Nos
Eloqua Business Intelligence Cloud Service
Eloqua Sales/CRM Integration Add-On's
Eloqua Engage Cloud Service
Eloqua Customer Profiler Cloud Service
Eloqua Plug-in Cloud Service for Salesforce.com
Eloqua Engage, Customer Profiler and Plug-in Cloud Service for Salesforce.com
Eloqua Marketing Additional Users
Eloqua Marketing Additional User Cloud Service
Eloqua Identity Users
Eloqua Identity Cloud Service for Salesforce.com
Eloqua Additional Environments
Eloqua Basic Additional Test Environment Cloud Service
Eloqua Standard Additional Test Environments Cloud Service
Eloqua Enterprise Additional 5 Environments Cloud Service
Eloqua Secure Microsite (SSL Encryption) Add-On's
Eloqua SSL Certificate Self Purchase
Eloqua Technical Add-On's
Eloqua Advanced Data Security Cloud Service
Eloqua Data Tools Cloud Service
Eloqua HIPAA Advanced Data Privacy Cloud Service
Eloqua Priority Email Cloud Service
Eloqua Private Storage Cloud Service
Eloqua Marketing Approvals Cloud Service
Eloqua Marketing Basic Additional Allotments Cloud Service
Eloqua Marketing Standard Additional Allotments Cloud Service
Match Multiplier Cloud Service
Eloqua Branding & Deliverability
Eloqua Standard Deliverability Cloud Service
Eloqua Enterprise Deliverability Cloud Service
Eloqua Premium Deliverability Cloud Service
Eloqua Additional Deliverability Tests Cloud Service

Taleo

Taleo Enterprise Cloud Service Platform
Taleo Platform Cloud Service

Taleo Hosted Connect Integration Cloud Service
Taleo Premium File Attachments Limits Cloud Service
Taleo Premium Data Limits Cloud Service
Taleo Enterprise Cloud Service Options
Taleo Enterprise Learn
Taleo Learn Cloud Service
Taleo Learn External User Cloud Service
Taleo Enterprise Recruiting
Taleo Recruiting Cloud Service
Taleo Recruiting High Volume Cloud Service
Taleo Onboarding Cloud Service
Taleo Enterprise Talent
Taleo Scheduling Cloud Service
Taleo Sourcing Cloud Service
Taleo Performance Management Cloud Service
Taleo Goal Management Cloud Service
Taleo Succession Planning Cloud Service
Taleo Development Planning Cloud Service
Taleo Enterprise Recruiting Assessment Content
Taleo Hourly Assessment Content Cloud Service
Taleo Store Manager Assessment Content Cloud Service
Taleo Social Sourcing
Taleo Social Sourcing Cloud Service
Optional Services
Additional Test Environment for Oracle Taleo Enterprise
Cloud Service
Taleo Archive Environment Cloud Service
Taleo Learn Additional Storage Cloud Service
Virtual Private Network for Oracle Taleo Enterprise Cloud
Service
Virtual Private Network Setup Fee
Taleo Business Edition
TBE Base Platform Cloud Service
TBE Recruiting Cloud Service
TBE Onboarding Cloud Service
TBE Compensation Cloud Service
TBE Performance Management Cloud Service
TBE Learn Cloud Service
TBE Learn External User Cloud Service
Taleo Business Edition - Integrations
TBE Integration Standard Cloud Service
TBE Integration Custom Cloud Service
Oracle Test Environment for Oracle TBE Cloud Service
Professional Services - Taleo Remote Systems
Administration

Oracle HCM Cloud Remote System Administration
Taleo Remote Systems Administration
Taleo Learn with Taleo Enterprise Smart Organization
Integration
Professional Services - Taleo Social and Community
Connect
Taleo Social Sourcing Functional Consulting
Taleo Social Sourcing Branding & Design
Taleo Social Sourcing (TSS) - Customer HRIS to Social
Sourcing Integration
Taleo Social Sourcing Single Sign-On (SSO)
Taleo Social Sourcing Taleo Enterprise Edition (TEE)
Performance to Social Sourcing Integration
Taleo Social Sourcing Implementation for non-Taleo
Recruiting Products
Taleo Social Sourcing for Business Edition
Implementation
Taleo Social Sourcing Custom Job Feed Integration

Oracle Fusion Applications

Oracle Fusion Financials
Fusion Accounting Hub
Fusion Advanced Collections
Fusion Automated Invoice Processing
Fusion Expenses
Fusion Financial Reports Center
Fusion Financials
Fusion Revenue Management
Fusion Transactional Business Intelligence for Financials
Oracle Fusion Procurement
Fusion Procurement Contracts
Fusion Purchasing
Option: Fusion Sourcing
Option: Fusion Supplier Portal
Fusion Supplier Qualification Management
Fusion Self Service Procurement
Fusion Transactional Business Intelligence for
Procurement
Oracle Fusion Project Portfolio Management
Fusion Project Billing
Option: Fusion Grants Management
Fusion Project Contracts
Fusion Project Control
Fusion Project Costing
Fusion Project Integration Gateway
Fusion Project Performance Reporting
Fusion Transactional Business Intelligence for Projects

Fusion Project Management
Fusion Project Resource Management
Fusion Task Management
Oracle Fusion Human Capital Management
Fusion Absence Management
Fusion Benefits
Fusion Global Human Resources
Fusion Global Payroll
Fusion Global Payroll Interface
Fusion Goal Management
Fusion Performance Management
Fusion Talent Review and Succession Management
Fusion Time and Labor
Fusion Transactional Business Intelligence for Human
Capital Management
Fusion Workforce Compensation
Fusion Talent Management Base
Fusion Workforce Reputation Management
Oracle Fusion Supply Chain Management
Fusion Distributed Order Orchestration
Fusion Distributed Order Orchestration User
Fusion Global Order Promising
Fusion Inventory Management
Fusion Innovation Management
Fusion Product and Catalog Management
Fusion Product Hub
Fusion Product Hub Data Steward
Fusion Product Hub for Communications
Fusion Product Hub for Retail
Fusion Product Hub Portal
Fusion Transactional Business Intelligence for Supply
Chain Management
Oracle Fusion Customer Relationship Management -
Sales
Fusion CRM Base
Fusion CRM Desktop
Fusion Enterprise Contracts Base
Fusion Incentive Compensation
Fusion Opportunity Landscape
Fusion Quota Management
Fusion Sales Campaigns
Fusion Sales Catalog
Fusion Sales Predictor
Fusion Smart Phone Edition
Fusion Territory Management

Fusion Transactional Business Intelligence for Customer Relationship Management
Oracle Fusion Customer Relationship Management - Marketing
Fusion Email Marketing Server
Fusion Marketing
Fusion Marketing Segmentation
Oracle Fusion Partner Relationship Management
Fusion Incentive Compensation for Channel Managers
Fusion Partner Relationship Management for Channel Managers
Fusion Partner Relationship Management for Partners
Oracle Fusion Customer Relationship Management - Customer Data Management
Fusion Customer Hub Data Steward
Fusion Customer Hub for Organizations
Fusion Customer Management Foundation for Organizations
Fusion Customer Hub for Persons
Fusion Customer Management Foundation for Persons
Fusion Data Quality Address Cleansing
Fusion Data Quality Matching
Oracle Fusion Application Tools
Fusion Applications Extensibility Framework
Oracle Fusion Governance, Risk and Compliance
Fusion Application Access Controls Governor
Option: Fusion Application Access Controls for Fusion Applications
Application Testing
Functional Testing Suite for Oracle Applications
Load Testing Suite for Oracle Applications
User Productivity Kit
User Productivity Kit Standard
User Productivity Kit Professional
User Productivity Kit Content Materials for Fusion Financials
Oracle User Productivity Kit for Oracle Fusion Assets
Oracle User Productivity Kit for Oracle Fusion General Ledger
Oracle User Productivity Kit for Oracle Fusion Payables
Oracle User Productivity Kit for Oracle Fusion Receivables
User Productivity Kit Content Materials for Fusion Human Capital Management
Oracle User Productivity Kit for Oracle Fusion Global Human Resources
User Productivity Kit Content Materials for Fusion Procurement
Oracle User Productivity Kit for Oracle Fusion Purchasing

Oracle User Productivity Kit for Oracle Fusion Self
Service Procurement
User Productivity Kit Content Materials for Fusion Project
Portfolio Management
Oracle User Productivity Kit for Oracle Fusion Project
Portfolio Management
User Productivity Kit Content Materials for Fusion Supply
Chain Management
Oracle User Productivity Kit for Oracle Fusion Distributed
Order Orchestration
User Productivity Kit Content Materials for Other
Oracle User Productivity Kit for Oracle Fusion Functional
Setup Manager

**Thin Client and Virtual
Desktop**

Sun Ray Software
Virtual Desktop Infrastructure
Secure Global Desktop - Windows
Secure Global Desktop - Multi-Platform

**BPS - Human Resources -
EBS**

Human Resources - Oracle
Payroll - Oracle
Advanced Benefits - Oracle
iLearning - Oracle
Learning Management - Oracle
iRecruitment - Oracle
Time and Labor - Oracle
Internet Expenses - Oracle
Incentive Compensation - Oracle
Compensation Workbench - Oracle
Performance Management - Oracle
Succession Planning
Incentive Compensation Analytics for Oracle Data
Integrator
WebCenter Portal

**BPS - HRMS - Business
Intelligence Applications**

Human Resources Analytics, Fusion Edition

**BPS - HRMS - Other -
Applicable to EBS and
PeopleSoft**

Oracle Workforce Scheduling

BPS - HRMS - PeopleSoft

Human Resources - PeopleSoft
Payroll - PeopleSoft
Payroll Interface - PeopleSoft
Helpdesk for Human Resources - PeopleSoft
Benefits Administration - PeopleSoft
Enterprise Learning Management - PeopleSoft
Recruiting Solutions - PeopleSoft
Time and Labor - PeopleSoft
Expenses - PeopleSoft
Internet Expenses - PeopleSoft
Pension Administration - PeopleSoft
Stock Administration - PeopleSoft
ePerformance - PeopleSoft
eCompensation - PeopleSoft
Absence Management - PeopleSoft
Succession Planning - PeopleSoft
HRMS Portal Pack – PeopleSoft

BPS - PeopleSoft - Financials

eSettlements
Financials
Financials Portal Pack
Transaction Billing Processor
Treasury
Financials Warehouse
Financials Warehouse for Public Sector and Higher
Education

**BPS - PeopleSoft - Campus
Solutions**

Gradebook
Campus Self Service
Contributor Relations
Student Administration
Student Administration Integration Pack
Products
Interaction Hub
Campus Solutions Warehouse
Fusion Campus Solutions Intelligence for PeopleSoft
Enterprise

BPS - Oracle Health Sciences

Oracle Adverse Event Reporting System
Oracle Clinical

Oracle Clinical Option: Oracle Distributed Study
Conduct
Oracle Remote Data Capture
Oracle Thesaurus Management System
Oracle Life Sciences Data Hub
Oracle Health Sciences Clinical Development Analytics
Oracle Healthcare Data Repository

BPS - Oracle Argus

Oracle Argus Safety Japan
Oracle Argus Enterprise Edition
Oracle Argus Standard Edition
Oracle Clinical Development Analytics
Oracle Operating Room Analytics
Oracle Healthcare Data Warehouse Foundation

BPS - Siebel Health Sciences

Siebel CRM Base for Clinical Trial Management System
Siebel Contracts for Clinical Trial Management System
Siebel Document Tracking for Clinical Trial Management
System
Siebel Partner Portal for Clinical Trial Management
System
Siebel Payments for Clinical Trial Management System
Siebel Project and Resource Management for Clinical
Trial Management System
Siebel Project Cost Tracking for Clinical Trial
Management System
Siebel Protocol Builder for Clinical Trial Management
System
Siebel Trip Reports for Clinical Trial Management System
Siebel Account Profiles for Clinical Trial Management
System
Siebel Contact Profiles for Clinical Trial Management
System
Siebel Profiles for Clinical Trial Management System
Siebel Adverse Events and Complaints
Siebel Anywhere
Siebel Remote Client

**BPS - BI Applications, Fusion
Edition - CRM Analytics**

Service Analytics
Marketing Analytics
Service Analytics, Fusion Edition
Marketing Analytics, Fusion Edition
Business Intelligence Publisher

BPS - Procurement - EBS

Purchasing - Oracle
Option: Sourcing - Oracle
Option: Sourcing Optimization - Oracle
Option: iSupplier Portal - Oracle
Option: Procurement Contracts - Oracle
Option: Services Procurement - Oracle
Option: Advanced Pricing - Oracle
iProcurement - Oracle
Business Approvals Connector for Managers - Oracle
Supplier Lifecycle Management

**BPS - PeopleSoft - Supply
Chain Management**

Catalog Management
Discrete Manufacturing
eProcurement
eSupplier Connection
Inventory
Option: Mobile Inventory Management
Order Management
Supply Planning
Purchasing
Services Procurement
Strategic Sourcing
Supplier Contract Management

**BPS - Master Data
Management - EBS**

Supplier Hub
Supplier Hub Add-On for Oracle E-Business Suite
Supplier Hub Data Steward

**BPS - Procurement - Business
Intelligence Applications**

Procurement & Spend Analytics, Fusion Edition
Spend Classification

BPS - Logistics - EBS

Oracle Transportation Management
Option: Transportation Operational Planning
Option: Logistics Inventory Visibility
Option: Forwarding and Brokerage Operations
Option: Freight Payment, Billing and Claims
Option: Transportation Sourcing
Option: Transportation Cooperative Routing
Option: Fusion Transportation Intelligence

Option: Fleet Management
Oracle Global Trade Management
Option: Trade Compliance
Option: Customs Management
Option: Global Trade Intelligence

**BPS - JD Edwards
EnterpriseOne**

Oracle Technology Foundation for JD Edwards
EnterpriseOne
System Foundation - JD Edwards EnterpriseOne
Financials - JD Edwards EnterpriseOne
Financial Management and Compliance Console - JD
Edwards EnterpriseOne
Procurement and Subcontract Management - JD
Edwards EnterpriseOne
Inventory Management - JD Edwards EnterpriseOne
Requirements Planning - JD Edwards EnterpriseOne
Sales Order Management - JD Edwards EnterpriseOne
Advanced Pricing - JD Edwards EnterpriseOne
Manufacturing Management - JD Edwards EnterpriseOne
Plant Manager Dashboard - JD Edwards EnterpriseOne
Project Costing - JD Edwards EnterpriseOne
Contract and Services Billing - JD Edwards
EnterpriseOne

BPS - User Productivity Kit

User Productivity Kit Standard
User Productivity Kit Professional

**BPS - Financial and
Accounting**

Oracle Financials
Advanced Collections
iReceivables
Treasury
Financials Accounting Hub
Loans
Oracle Enterprise Governance, Risk, and Compliance
Manager
Option: Oracle Financial Governance
Application Access Controls Governor
Hyperion Financial Management Plus
Financial Analytics, Fusion Edition

BPS - Oracle Insurance

Oracle Insurance Policy Administration for Life and
Annuity

Oracle Insurance Insbridge Rating and Underwriting
Oracle Documaker Standard Edition
Oracle Documaker Enterprise Edition

BPS - Value Chain Planning

Demantra Demand Management
Option: Demantra Advanced Forecasting and
Demand Modeling
Option: Demantra Real-time Sales and Operations
Planning
Demantra Predictive Trade Planning
Option: Demantra Deduction and Settlement
Management
Option: Demantra Trade Promotion Optimization
Advanced Supply Chain Planning
Option: Constraint Based Optimization
Inventory Optimization
Strategic Network Optimization
Service Parts Planning
Global Order Promising
Advanced Planning Command Center
Collaborative Planning
Rapid Planning
Demand Signal Repository

BPS - Primavera

Primavera P6 Enterprise Project Portfolio Management
Primavera P6 Professional Project Management
Primavera P6 Progress Reporter
Primavera P6 Analytics
Primavera 6 Enterprise Project management Web
Services
Primavera Contract Management Web Services
Primavera Portfolio Management
Primavera Risk Analysis
Primavera Capital Planning and Investment Control
Budgeting
Primavera Contract Management, Business Intelligence
Publisher Edition

BPS - AutoVue Enterprise Visualization

Autovue Office
Autovue 2D Professional
Autovue EDA Professional
Autovue VueLink Integration
AutoVue Office Document Print Service

AutoVue 2D Document Print Service

**BPS - Agile Product Lifecycle
Management**

Agile Product Collaboration
Agile Product Governance and Compliance
Agile Product Cost Management
Agile Product Quality Management
Agile Product Portfolio Management
AutoVue 2D Professional for Agile
Product Lifecycle Analytics

**BPS - Agile Product Lifecycle
Management for Process**

Agile Product Data Management for Process
Option: Agile Formulation and Compliance for Process
Option: Agile Product Supplier Collaboration for Process
Option: Agile Product Quality Management for Process
Agile New Product Development and Introduction for
Process

Crystal Ball

Crystal Ball
Crystal Ball Decision Optimizer
Crystal Ball Suite
Crystal Ball Enterprise Performance Management
Academic
Crystal Ball Classroom Student Edition
Crystal Ball Classroom Faculty Edition
User Productivity Kit
User Productivity Kit Standard
User Productivity Kit Professional
User Productivity Kit Content Materials for Oracle Crystal
Ball
User Productivity Kit for Oracle Crystal Ball

Primavera

Primavera P6 Enterprise Project Portfolio Management
Primavera P6 Progress Reporter
Primavera P6 Professional Project Management
Primavera Analytics
Primavera P6 Analytics
Primavera Contract Management, Business Intelligence
Publisher Edition
Primavera Earned Value Management

Primavera Risk Analysis
Primavera Portfolio Management
Primavera Capital Planning and Investment Control
Budgeting
Primavera Data Warehouse
Primavera P6 Reporting Database
Primavera Contractor
Products - Unifier
Primavera Unifier Project Controls
Primavera Facility Management
Primavera Real Estate Management
Primavera Unifier Portal User
Products - Instantis
Instantis EnterpriseTrack
Instantis EnterpriseTrack Timesheets
Products - Oracle Primavera Prime
Oracle Primavera Prime Capital Plan Management
Oracle Primavera Prime Project and Program
Management
Oracle Primavera Prime Risk Management
Integration Products
Primavera Gateway
Primavera P6 Enterprise Project Portfolio Management
Web Services
Primavera Contract Management Web Services
User Productivity Kit
User Productivity Kit Standard
User Productivity Kit Professional
User Productivity Kit Content Materials for Primavera
Oracle User Productivity Kit for Primavera P6 Enterprise
Project Portfolio Management
Oracle User Productivity Kit for Primavera P6 Enterprise
Project Portfolio Management, Reporting
Oracle User Productivity Kit for Primavera P6 Team
Member
Oracle User Productivity Kit for Primavera P6 Progress
Reporter
Oracle User Productivity Kit for Primavera Contract
Management
Oracle User Productivity Kit for Primavera Portfolio
Management
Oracle User Productivity Kit for Primavera Unifier Project
Controls
Oracle User Productivity Kit for Instantis EnterpriseTrack
User Productivity Kit Content Materials for Oracle
Primavera Prime
Oracle User Productivity Kit for Oracle Primavera Prime
Capital Management
Others Products

Primavera Sure TraK
Primavera Contractor
Primavera Inspire for SAP
Primavera Web services
Primavera P3 Project Planner
Primavera Evolve (Controlled Availability)
Primavera P3e Planner / Scheduler
Primavera P3e Engineer
Primavera P6 Enterprise Project Portfolio Management
Cloud Service
Primavera P6 Progress Reporter Cloud Service
Primavera P6 Enterprise Project Portfolio Management
Web Services Cloud Service
Primavera Unifier Project Controls Cloud Service
Primavera Facility Management Cloud Service
Primavera Real Estate Management Cloud Service
Primavera Unifier Portal User Cloud Service
AutoVue 2D Professional Cloud Service
Primavera Analytics Cloud Service
Primavera Cloud Service Additional 10 GB Database
Storage
Primavera Cloud Service Additional 50 GB File Storage
Primavera Cloud Service Additional Production Database
- Production Environment - Hosted Named User
Primavera Cloud Service Additional Nonproduction
Environment - Nonproduction Environment
Instantis EnterpriseTrack Cloud Service
Instantis EnterpriseTrack Timesheets Cloud Service
Instantis Cloud Service Additional 1 GB File Storage
Instantis Cloud Service Additional Nonproduction
Environment - Nonproduction Environment
Oracle Primavera Prime Capital Plan Management Cloud
Service
Oracle Primavera Prime Project and Program
Management Cloud Service
Oracle Primavera Prime Risk Management Cloud
Service

**Business Intelligence
Technology Products**

Business Intelligence
Standard Edition One Business Intelligence Technology
Products
Standard Edition One
Suite Enterprise Edition Plus
Suite Enterprise Edition Plus Upgrade Only

Server Enterprise Edition
Business Intelligence Publisher

Business Intelligence Foundation Suite
Business Intelligence Foundation Suite (Business
Intelligence Suite Enterprise Edition)
Disconnected Analytics
Server Administrator
Scorecard and Strategy Management
Business Intelligence Mobile
Business Intelligence Publisher for Oracle Applications
Business Intelligence Foundation Suite for Oracle
Applications
Business Intelligence Suite Enterprise Edition Plus for
Oracle Applications

**Business Intelligence Server Enterprise Edition
Options**

Interactive Dashboard
Delivers
Answers
Office Plug-in
Reporting and Publishing

Business Intelligence Data Integration Technology

Data Integrator and Application Adapter for Data
Integration
Data Integrator for Oracle Business Intelligence
Informatica PowerCenter and PowerConnect Adapters
Metadata Management for Oracle Business Intelligence

Real-Time Decision (RTD) Technology

Real-Time Decision Server

Hyperion Business Intelligence Technology

Essbase Plus
Hyperion Interactive Reporting
Hyperion SQR Production Reporting
Hyperion Financial Reporting
Hyperion Web Analysis

Endeca Business Intelligence

Endeca Information Discovery Studio
Endeca Information Discovery Integrator
Endeca Server
Endeca Text Enrichment
Endeca Text Enrichment with Sentiment Analytics
Endeca Web Acquisition Toolkit

Big Data Business Intelligence

Big Data Discovery

WebCenter Products

WebCenter Suite Plus

WebCenter Portal for Oracle Applications

WebCenter Imaging for Oracle Applications

WebCenter Portal

WebCenter Content

WebCenter Sites

WebCenter Sites Satellite Server

WebCenter Universal Content Management

WebCenter Imaging

WebCenter Forms Recognition

WebCenter Enterprise Capture

WebCenter Enterprise Capture Standard Edition

WebCenter Capture

WebCenter Distributed Capture

WebCenter Real-Time Collaboration

WebCenter Sites Options

WebCenter Sites Mobile Option

WebCenter Sites Mobility Server

WebCenter Adapters

WebCenter Applications Adapter

WebCenter Adapter for EMC Documentum

WebCenter Adapter for IBM FileNet

WebCenter Adapter for IBM Lotus Domino

WebCenter Adapter for Microsoft SharePoint

WebCenter Adapter for Symantec Enterprise Vault

WebCenter Adapter Framework

Identity Management Products

Enterprise Identity Services Suite

Identity Governance Suite

Directory Services Plus

Access Management Suite Plus

Enterprise Single Sign-On Suite Plus

Identity and Access Management Suite Plus

Access Manager

Identity Federation

Entitlements Server
Entitlements Server Security Module
Identity Manager
Identity Manager Connector
Mobile Security Suite
Secure Mobile Mail Manager
Identity Management Enterprise Management
Management Pack Plus for Identity Management
Discoverer Desktop Edition
Programmer
Internet Developer Suite

WebCenter Management

Management Pack for WebCenter

Other Infrastructure Management

Configuration Management Pack for Applications
System Monitoring Plug-in for Non Oracle Databases
System Monitoring Plug-in for Non Oracle Middleware
Management Pack for Non-Oracle Middleware
Data Masking and Subsetting Pack for Non-Oracle
Databases

Service Management

Real User Experience Insight

Applications

Application Management Suite for Oracle E-Business
Suite
Application Management Suite for Siebel
Application Management Suite for PeopleSoft
Application Management Suite for JD Edwards
EnterpriseOne
Application Management Suite for Oracle Fusion
Applications
Identity and Access Management Suite Plus for Oracle
Applications

Application Testing

Load Testing Developer Edition
Load Testing Controller
Load Testing
Load Testing Accelerator for Web Services
Application Replay Pack
Load Testing Accelerator for Oracle Database

Functional Testing
Functional Testing Accelerator for Web Services
Test Manager
Cloud Management Pack for Testing

Collaboration

Collaboration
Beehive Enterprise Collaboration Server

Oracle BigMachines

Oracle BigMachines
Oracle BigMachines CPQ Base
BigMachines CPQ Standard Edition Cloud Service
BigMachines CPQ Enterprise Edition Cloud Service
BigMachines CPQ Premium Edition Cloud Service

**Business Intelligence Server
Enterprise Edition Options**

Interactive Dashboard
Delivers
Answers
Office Plug-in
Reporting and Publishing

Business Intelligence Suite Enterprise Edition Plus
Options
Business Intelligence Management Pack

Business Intelligence Data Integration Technology
Data Integrator and Application Adapter for Data
Integration
Informatica PowerCenter and PowerConnect Adapters

Real-Time Decision (RTD) Technology
Real-Time Decision Server

Hyperion Business Intelligence Technology
Essbase Plus
Hyperion Interactive Reporting
Hyperion SQR Production Reporting
Hyperion Financial Reporting
Hyperion Web Analysis
Hyperion Planning Suite

Endeca Business Intelligence

Endeca Discovery Foundation for Oracle Applications
Endeca Information Discovery Studio
Endeca Information Discovery Integrator
Endeca Server
Endeca Text Enrichment
Endeca Text Enrichment with Sentiment Analytics
Endeca Web Acquisition Toolkit

**Exadata Storage Server
Software**

Exadata Storage Server Software

In-Memory

TimesTen In-Memory Database for Exalytics
Exalytics In-Memory Software
Exalytics In-Memory Software for Oracle Hyperion
Financial Management Plus

Big Data Software

Big Data Connectors
Big Data SQL
Big Data Spatial and Graph

**Insurance Policy
Administration**

Oracle Insurance Policy Administration for Life and
Annuity
Oracle Insurance Calculation Engine for Life and Annuity
Oracle Insurance New Business and Underwriting

**Enterprise Content
Management**

Oracle Documaker Enterprise Edition
Oracle Documaker Standard Edition
Oracle Documaker Desktop
Oracle Documaker Mobile
Oracle Content Management for Oracle Documaker
Oracle Insurance Docuflex
Oracle Insurance Compliance Tracker
Oracle Insurance IStream Publisher
Oracle Insurance IStream Desktop

Insurance Rating

Oracle Insurance Insbridge Enterprise Rating
Oracle Insurance Data Capture

Insurance Product Management

Oracle Insurance Product Configuration
 Insurance Agency
 Oracle Insurance General Agent
 Oracle Insurance Data Exchange for Service Providers
 Insurance Business Intelligence
 Oracle Insurance Performance Insights for General Insurance

MySQL

MySQL Enterprise Edition (1-4 socket server) - Server Perpetual
 MySQL Enterprise Edition (5+ socket server) - Server Perpetual
 MySQL Cluster Carrier Grade Edition (1-4 socket server) - Server Perpetual
 MySQL Cluster Carrier Grade Edition (5+ socket server) - Server Perpetual

ANEXO 1:

Service Group	ACS for Software
Advanced Support Assistance	Oracle ACS Assistance on Critical Service Requests
Business Critical Assistance	Leveraged Assistance on Service Requests
	Oracle ACS Business Critical Assistance
Solution Support Center	Oracle ACS Focused Assistance on Service Requests
	Oracle ACS Solution Support Center
Business Critical Assistance and Solution Support Center	Oracle ACS Proactive Oracle Software Advice (*)
Advanced Support Assistance and Business Critical Assistance and Solution Support Center	ACS Customer Portal (*)
Assisted Services	Oracle ACS Software Configuration Assessment (*)
	Oracle ACS Software Performance Assessment (*)
	Oracle ACS Patch Assessment (*)
	Oracle ACS Patch Strategy Review (*)
	Oracle ACS Software Configuration Assessment for Middleware (*)
	ACS Standby Assistance
	Oracle Support Activity Review
	Oracle ACS Build Review (*)
	Oracle ACS CEMLI Catalog Services (*)
Oracle ACS CEMLI Performance Check Review (*)	

	Oracle ACS Delta Sizing Review (*)
	Oracle ACS Design Review (*)
	Oracle ACS End User Survey Diagnostic (*)
	Oracle ACS Jumpstart (*)
	Oracle ACS Production Assessment (*)
	Oracle ACS Upgrade Performance Tuning (*)
Fixed Scope Services (Production Readiness / Production Optimization)	Oracle ACS Standard System Installation
	Oracle ACS Standard Software Installation and Configuration
	Oracle ACS Preproduction Readiness Review
	Oracle ACS Configuration Review and Recommendations
	Oracle ACS High Availability Review and Recommendations (*)
	Oracle ACS Capacity Planning Review and Recommendations (*)
Fixed Scope Services (Production Readiness / Production Optimization)	Oracle ACS Advanced Support Knowledge Workshop
	Oracle ACS Performance Review and Recommendations
	Oracle ACS Go-Live Support
	Oracle ACS Production Diagnostic Review and Recommendations
	Oracle ACS Patch Review and Installation
	Oracle ACS System Relocation
	Oracle ACS Backup and Recovery Review
	Oracle ACS Connectivity Setup (*)
	Oracle ACS Supportability Planning and Design
	Oracle ACS Supplemental Resources - Technical Account Manager I
	Oracle ACS Supplemental Resources - Technical Account Manager II
	Oracle ACS Supplemental Resources - Sr Advanced Support Engineer
	Oracle ACS Supplemental Resources - Advanced Support Engineer
	Oracle ACS Supplemental Resources - Sr Data Center Engineer
	Oracle ACS Supplemental Resources - Data Center Engineer
	Oracle ACS Premier Support Qualification
	Oracle ACS Security Review and Recommendations
	Oracle ACS Software Lifecycle Plan Review (*)
	Oracle ACS Private Cloud Database Provisioning and Readiness Pack

Oracle ACS Security Design and Hardening Pack
Oracle ACS Database Security Review Pack
Oracle ACS Platform Provisioning and Readiness Pack
Oracle ACS Platform Consolidation and Migration Pack (*)
Oracle ACS Advanced Database Support (*)
Oracle ACS Modernization and Upgrade Roadmap
Oracle ACS Standard System De-Installation
Oracle ACS Upgrade Assurance for Oracle Database
Oracle ACS Upgrade Support for Oracle Database
Oracle ACS Workload Planning and Design
Oracle ACS Transition Services (Delivery Local ou Remoto ou Local/Remoto)

Engineered Systems Services	Oracle ACS Exadata Patching Service (*)
	Oracle ACS Exadata Monitoring Service (*)
	Oracle Exadata Installation Service
	Oracle Exadata Start-Up Pack
	Oracle Exadata Configuration Service
	Oracle Exadata Production Support Readiness
	Oracle Exadata Quarterly Patch Deployment Service
	Oracle Exalogic Start-UP Pack
	Oracle Exalogic Installation Service
	Oracle Exalogic Configuration Service
	Oracle Exalogic Production Support Readiness
	Oracle Exalogic Quarterly Patch Deployment Service
	Oracle SuperCluster Start-UP Pack
	Oracle SuperCluster Installation Service
	Oracle SuperCluster Configuration Service
	Oracle SuperCluster Production Support Readiness
	Oracle SuperCluster Quarterly Patch Deployment Service
	Oracle Exalytics Start-UP Pack
	Oracle Exalytics Installation Service
	Oracle Exalytics Configuration Service
	Oracle Exalytics Production Support Readiness
	Oracle Exalytics Quarterly Patch Deployment Service
	Oracle Big Data Appliance Start-UP Pack
	Oracle Big Data Appliance Installation Service
	Oracle Big Data Appliance Configuration Service
	Oracle Big Data Appliance Production Support Readiness
	Oracle Big Data Appliance Quarterly Patch Deployment Service
	Oracle Zero Data Loss Recovery Appliance Installation Service
	Oracle Zero Data Loss Recovery Appliance Configuration Service
	Oracle Zero Data Loss Recovery Appliance Production Support Readiness
Oracle Zero Data Loss Recovery Appliance Quarterly Patch Deployment Service	

Lifecycle Support Services	Oracle ACS Performance Tuning and Benchmarking Service
	Oracle ACS Migration Service
	Oracle ACS Consolidation Planning Service
	Oracle ACS Load Testing and Analysis Service
Advanced Monitoring and Resolution	Oracle Advanced Monitoring for Oracle E-Business Suite
	Oracle Advanced Monitoring for Siebel
	Oracle Advanced Monitoring for Engineering Systems
	Oracle Advanced Monitoring for WebLogic
	Oracle Advanced Monitoring for Oracle Database/RAC
	Oracle Advanced Monitoring for SOA Suite
	Oracle Advanced Monitoring for Hyperion
	Oracle Advanced Monitoring for Oracle Solaris
	Oracle Advanced Monitoring for Oracle Virtual Machine
	Oracle Advanced Monitoring for Oracle Fusion Middleware
	Oracle Advanced Monitoring for Oracle Fusion Applications
	Oracle Advanced Monitoring & Resolution for Oracle E-Business Suite
	Oracle Advanced Monitoring & Resolution for Siebel
	Oracle Advanced Monitoring & Resolution for Engineering Systems
	Oracle Advanced Monitoring & Resolution for WebLogic
	Oracle Advanced Monitoring & Resolution for Oracle Database/RAC
	Oracle Advanced Monitoring & Resolution for SOA Suite
	Oracle Advanced Monitoring & Resolution for Hyperion
	Oracle Advanced Monitoring & Resolution for Oracle Solaris
	Oracle Advanced Monitoring & Resolution for Oracle Virtual Machine
Advanced Monitoring and Resolution	Oracle Advanced Monitoring & Resolution for Oracle Fusion Middleware
	Oracle Advanced Monitoring & Resolution for Oracle Fusion Applications
	Oracle Advanced Database Support – Fault Monitoring
	Readiness and Extension Services for Oracle Platinum Services – Engineered Systems (*)

<p>Readiness and Extension Services for Oracle Platinum Services</p>	<p>Readiness and Extension Services for Oracle Platinum Services – Exalogic (*)</p>
	<p>Readiness and Extension Services for Oracle Platinum Services – Exalytics (*)</p>
	<p>Readiness and Extension Services for Oracle Platinum Services – SuperCluster (*)</p>
	<p>Readiness and Extension Services for Oracle Platinum Services - M9000 (*)</p>
	<p>Readiness and Extension Services for Oracle Platinum Services - Zero Data Loss Recovery Appliance (*)</p>
<p>Serviços Anuais* (Annual Services)</p>	<p>Oracle ACS Business Help Desk for Software as a Service (“SaaS”)</p>
	<p>Oracle ACS Critical Process Management for Software as a Service (“SaaS”)</p>
	<p>Oracle ACS Engineered Systems Incremental Patch Deployment for Oracle Platinum Service</p>
	<p>Oracle ACS Engineered Systems Quarterly Patch Deployment</p>
	<p>Oracle ACS Extensions and Integrations Support for Software as a Service (“SaaS”)</p>
	<p>Oracle ACS Managed Identity Cloud Service</p>
	<p>Oracle ACS Managed Security Operation Center for Cloud</p>
	<p>Oracle ACS Regression Testing Services for Software as a Service (“SaaS”)</p>
	<p>Oracle ACS Solution Support Center Connected (“SSCC”)</p>
<p>Serviços para IaaS ou PaaS ou SaaS Oracle</p>	<p>Oracle ACS Technology Cloud Transition Service for Oracle ACS Applications Unlimited</p>
	<p>Oracle ACS Managed Applications Unlimited on Oracle ACS Technology Cloud Service</p>
	<p>Oracle ACS Managed Applications Unlimited Non-Production Service on Oracle ACS Technology Cloud</p>
	<p>Oracle ACS Managed Applications Unlimited on Oracle ACS Technology Cloud</p>
	<p>Oracle ACS Managed Cloud Helpdesk for Applications Unlimited</p>

Oracle ACS Managed Cloud for Financial Services Applications on Oracle ACS Technology Cloud
Oracle ACS Managed Cloud for Life Sciences Warehousing Platform on Oracle ACS Technology Cloud
Oracle ACS Managed Database Cloud Service
Oracle ACS Managed Java Cloud Service
Oracle ACS Managed SOA Cloud Service for Oracle ACS Technology Cloud
Oracle ACS Managed Security Database Encryption Service for Oracle ACS IaaS
Oracle ACS Managed Security Database Encryption Service for Oracle ACS PaaS
Oracle ACS Managed Security Services for Oracle ACS Technology Cloud
Oracle ACS Managed Identity Cloud Service
Oracle ACS Managed Security Operations Center for Cloud
Oracle ACS Managed Security Web Application Firewall Service for Oracle ACS Technology Cloud
Oracle ACS Managed Security Vulnerability Assessment Service for Oracle ACS Technology Cloud
Oracle ACS Managed Security Database Vault Service for Oracle ACS Technology Cloud
Oracle ACS Managed Security File Integrity Monitoring Service for Oracle ACS Technology Cloud
Oracle ACS Managed Security Data Masking Service for Oracle ACS Technology Cloud
Oracle ACS Managed SOA Cloud Service for Oracle ACS Technology Cloud
Oracle ACS Managed Security Database Audit Service for Oracle ACS Technology Cloud
Oracle ACS Mission Critical Support for SaaS
Oracle ACS Business Help Desk for SaaS

	Oracle ACS Extensions and Integrations Support for SaaS
	Oracle ACS Regression Testing Services for SaaS
	Oracle ACS Critical Process Management for SaaS

ANEXO 2:

Service Group	OCS for Software
Assisted Services	Oracle OCS Backup and Recovery Assessment
	Oracle OCS OEM Alerts Assessment
	Oracle OCS Software Configuration Assessment
	Oracle OCS Software Performance Assessment
	Oracle OCS Patch Assessment
	Oracle OCS Software Configuration Assessment for Middleware
	Oracle OCS Support Activity Review
	Oracle OCS Migration Factory Implementation
	Oracle OCS Enterprise Manager Configuration Setup
	Oracle OCS Enterprise Solution Management
	Oracle OCS Implementation Advisory
Oracle OCS Infrastructure Implementation Support	

O (*) expressa que o serviço foi descontinuado ou substituído. Neste sentido, os serviços que possuem (*) não estarão disponíveis para futuros contratos, entretanto, foram mantidos como referência para contratos em vigor.

VALIDADE DESTA CERTIDÃO 180 (CENTO E OITENTA) DIAS

São Paulo, 12 de setembro de 2023.

Assinado digitalmente por:
MANOEL ANTONIO DOS SANTOS
CPF: ***.162.708.**
Certificado emitido por AC VALID RFB v5
Data: 13/09/2023 02:45:58 -03:00



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**ABES – ASSOCIAÇÃO BRASILEIRA DAS EMPRESAS DE SOFTWARE
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MANIFESTO DE ASSINATURAS



Código de validação: JVM2H-TTNNH-UCLBJ-TPUE3

Esse documento foi assinado pelos seguintes signatários nas datas indicadas (Fuso horário de Brasília):

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