

Our Long-Term Commitment to Your PeopleSoft and J.D. Edwards Products

On January 18th, 2005, Oracle announced its long-term commitment to the continued and consistent support of PeopleSoft and J.D. Edwards products. The new long-term product development and product support roadmaps exceed or maintain PeopleSoft's previously published policies. Following are the specific features of Oracle's PeopleSoft and J.D. Edwards support.

☒ **Oracle is offering full support of PeopleSoft Enterprise, JD Edwards EnterpriseOne, and JD Edwards World product lines through at least 2013.**

Oracle intends to protect and increase the value of your PeopleSoft investments. The combined companies plan to continue to enhance and support PeopleSoft and J. D. Edwards major product lines until at least 2013. This is full product support that includes: patches and fixes, upgrade scripts, tax and regulatory updates, and technical support.

As in the past, this does not mean that all currently supported releases will be supported through 2013; you will continue to need to do minor upgrades to stay current. Read on for additional information and please note that over the next few months, we will continue to provide more detailed information and guidance on the product development and support roadmap.

☒ **Oracle's Product Development Roadmap.**

We have planned releases for:

PeopleSoft Enterprise version 8.9 in 2005.

PeopleSoft Enterprise version 9.0 in 2006.

JD Edwards EnterpriseOne version 8.11 in 2005.

JD Edwards EnterpriseOne 8.12 in 2006.

JD Edwards World ongoing enhancements every 12 to 15 months.

Note that the development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle.

☒ **Oracle is extending JD Edwards EnterpriseOne Xe and 8.0 support to February 28, 2007.**

JD Edwards EnterpriseOne Xe and 8.0 products will continue to receive the same support received today through February 28, 2007. This extended support will include full support according to the previously published [PeopleSoft Support Policy](#).

Extended support includes new patches and fixes, upgrade scripts, and tax and regulatory updates through February 28, 2007. For the JD Edwards EnterpriseOne 8.0 release, new patches and fixes will be supported through February 28, 2007, upgrade scripts will be supported through June 11, 2007, and tax and regulatory updates through June 11, 2008.

If you have already received an invoice for the purchase of Supplemental Support through the Xe Upgrade Care or PeopleSoftNow programs, you will receive a credit for the amount invoiced.

☒ **Oracle extends support for HRMS 8 SP1.**

To provide you with ample time to plan and schedule your upgrade to current HRMS releases, we have extended the HRMS 8 SP1 patches and fix support date to March 31, 2006. Upgrade script support and tax updates will be available through March 31, 2007.

☒ **Oracle extends support for PeopleSoft Financial Management 8 Service Pack 1 and Supply Chain Management 8 Service Pack 1**

We're extending upgrade script support by one year for these releases to ensure ample time to upgrade to the PeopleSoft Enterprise 8.9 releases. Your new support dates are:

Patches and Fixes support retires December 15, 2004.
Upgrade Script support extended to December 15, 2006.
Tax and Regulatory Updates support ends December 15, 2006.

☒ **Oracle extends support for PeopleSoft Enterprise Human Capital Management 8.3 and 8.3 Service Pack 1**

We've extending patches and fixes support for PeopleSoft HCM 8.3 and 8.3 Service Pack 1 by five months to ensure ample time to upgrade to the PeopleSoft Enterprise 8.9 releases. Your new support dates are:

Patches and fixes support extended to March 31, 2006.
Upgrade Script support retires November 2, 2006.
Tax and Regulatory Updates support ends November 2, 2007.

☒ **Oracle is otherwise adopting PeopleSoft's release retirement policies as previously published.**

PeopleSoft Enterprise, JD Edwards EnterpriseOne and JD Edwards World releases will continue to be supported according to the previously published PeopleSoft support policies. Additionally, PeopleSoft Enterprise and JD Edwards EnterpriseOne, and JD Edwards World point releases will continue to retire according to the previously published release retirement roadmaps. Releases that have already retired will remain retired. Please go to [PeopleSoft Customer Connection](#) (English only) to view details related to your specific environment (Note: Customer I.D. required).

☒ **Oracle will continue to maintain currently supported hardware platforms, databases, and operating systems.**

We will work with other vendors, including IBM and Microsoft, to provide the support our customers need. For example, we will work with IBM for the iSeries platform to support JD Edwards EnterpriseOne and JD Edwards World products running on that hardware. Ongoing releases of our applications will contain support for hardware, database, and operating system vendors that are supported today. Review system support details on [PeopleSoft Customer Connection](#) (English Only).

☒ **Oracle has retained the same interfaces, same people, and same systems and infrastructure that you relied on from PeopleSoft.**

Oracle intends to deliver on the promise of the same or better support. You will continue to receive direct access to PeopleSoft and J.D. Edwards experts and the uninterrupted support that your business requires. We are dedicating significant resources to ensure that you experience minimal disruption during the integration and transition process. With retention of over 90% of PeopleSoft's support and development employees and given the continuity, availability, and scale of resources, we are the smart and cost-effective choice for customers running PeopleSoft and J.D. Edwards software.

The same people who supported PeopleSoft and J.D. Edwards applications continue to do so today. You should continue to use the same support channels you have been using, whether it is online, phone support, or through your customer account team. Support phone numbers and website links remain the same.

Learn about the [exclusive advantages of Oracle's PeopleSoft and J.D. Edwards support](#).
Learn about the [technical risks of third-party support](#).

http://www.oracle.com/peoplesoft/psft_jde_commitment.html