

From: Bernhard Neumann. Sent: 1/9/1998 9:16 PM.
 Marlo Daban; Natalie Pepin.
 Cc: Heidi Klauser; Wilfried Merkel; Georgia Murray; Ernst Wegener.
 Bcc: .
 Subject: Re:Trilogy.

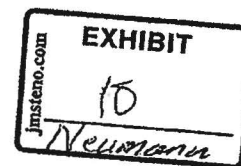
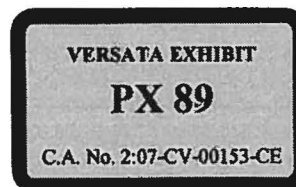
Hi Mario, Hi Natalie,
 I've asked by Wilfried Merkel to answer your information request.
 Although I do not know why this customer has performance problems
 (I'm not denying that they can easily occur, I just don't know the size, complexity of the product modelling of this customer)
 I do not think that this is a reason to look for Trilogy for a solution.
 Please contact me or Heidi Klauser (both WestCoast USA) or Ernst Wegener (WD) about the opportunity to use our SCE (sales Configuration Engine).
 We do not want Trilogy at all to keep tapping into our Customer Base (as both: Paul Wahl, Peter Zencke state).
 SAP has various ways to improve the performance of the R3 Konfigurator
 SAP is about to release the SCE as a configurator which runs
 - attached or offline of R/3
 SAP is about to go public with there plans for a SAP SFA application suite (SCE being a part of it)
 No additional 3rd party configurator implementation for SAP Customers his can be prevented with feasible effort.

Bernhard Neumann
 PS: More info about SCE in the MLP Folder CONF1
 We will even be able to work with 30F, 31G, 31H releases with the SCE
 SCE gets its masterdata from R/3

Dear Mr Merkel,
 As far as we know, Trilogy is a software vendor for Sales Force Automation software. We have very little information on them - only that they applied for certification in January 1997, which was not possible as we had no SAP certifiable interface. Could you provide Mario with any more information? Do you know if they have realized their interface to R/3, and if so how they are using the interface?
 Best wishes,
 Natalie Pépin
 cc. Mario Dabán

Hi Natalie,

After working for several months, one of our customers cannot go live because their salesman cannot use SAPGUI+configurator due to the



processing times. I heard that there is a product TRYLOGY which can run on a PC and start configurator functions. Do you have more information?

Regards,

Mario Dabán - Services & Consulting Mgr- SAP Spain