
From: Georgia Murray
Date: Friday, November 21, 1997 06:45 AM
To: Elizabeth Reeves
CC: Barbara Althoff-Simon; David Glessner; Ralph Kettling; Bernhard Neumann
Subject: Important: Goodyear

We have an urgent situation at Goodyear Tire. Trilogy is in at an executive level with their pricing offering--positioned as part of their Selling Chain. AE has been told if SAP does not have a response in December, they will probably be going with Trilogy pricing. Possibly 2,000 seats at risk.

Background:

Goodyear is one of SAP's oldest R/2 customers
Went live with R/2 in spring of 1996
Global agreement for 5000 seats in U.S. and Europe in the No. American Tire Div. (\$6B division)
PW is implementation partner
WW conversion to R/3 planned
Trilogy has indicated Firestone/Bridgestone has chosen them (to date SAP project team has said they do not know about this)

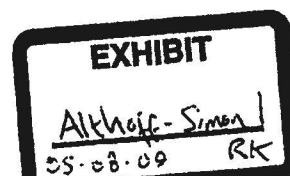
I have spoken directly to Ralph and these are the next steps:

- . A/E, Ralph Kettling to identify PE who has specialization in Pricing
- . He will try to identify requirements from Goodyear--specifics on why they are looking at Trilogy vs. R/3 and if configuration is a requirement.
- . He has requested a meeting with Goodyear under non disclosure to view SPE directions, functionality in December. He is to have requirements before that session.

Questions:

- . Is Product Management prepared to conduct this session?
- . If they will and do not want to come from Germany, is there a U.S. Pricing expert who could interface with product management and then meet with Goodyear?
- . Is there expertise within an ICOE who could work with product management

This would be a major win for Trilogy.



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