

Goals and successes in 2004

Focus on Enterprise Transaction Systems and XML Business Integration

- Q1 Two business lines established
- Q1 Product management and marketing teams formed
- Q3 R&D integrated with the respective business lines

Consistent customer focus

- Q1 Company-wide implementation of the Customer First program
- Q1 Fine tuning of the go-to-market models
- Q1 R&D focuses on market-driven projects
- Q3 Central Customer Briefing Center established

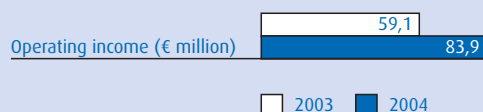
Definition & strengthening of the company portfolio

- Q1 Enterprise Transaction Systems portfolio expanded and optimized
- Q2 Launch of the new XML Business Integration portfolio
- Q3 XML Business Integration portfolio expanded to include integration solutions
- Q4 Extension of the integration portfolio into business processes (BPM)

Cultural change & implementation of the Global Networked Company

- Q1 Transformation to a learning organization with an emphasis on teamwork
- Q1 Development of internal networks
- Q2 Restructuring of the world-wide R&D network
- Q3 Reorganization of the regions based on cultural affinity

Increased profitability



Stable sales development

