

PeopleSoft Announces Enterprise CRM for Higher Education

Solution Enables Learning Institutions to Maximize Lifelong Student Relationships

PeopleSoft, Inc. (Nasdaq: PSFT) today announced PeopleSoft Enterprise CRM for Higher Education, a new solution that enables public and private colleges and universities to implement more effective interaction strategies across all phases of the student lifecycle - recruitment, registration, retention, fundraising, and continued education. Components of the new solution were co-developed with CIBER, Inc. (NYSE: CBR), a leading systems integrator for international private and public sector organizations.

"Budgetary shortfalls and competitive pressures are changing the way higher education works to attract, retain, and serve students," said Peter Stokes, executive vice president, Eduventures. "PeopleSoft's new CRM solution for higher education promises to help institutions successfully manage these pressures by building stronger relationships with prospects, students, parents, alumni, and sponsors."

PeopleSoft Enterprise CRM for Higher Education is a comprehensive student relationship solution that enables institutions to achieve recruitment and enrolment targets, improve student retention, maximize alumni donations, and re-engage prospects for continued education. The solution combines PeopleSoft Enterprise Marketing, PeopleSoft Enterprise Telemarketing, and PeopleSoft Enterprise Online Marketing. It also provides out-of-the-box integration with PeopleSoft Student Administration, as well as built-in contact centre, field service, and help desk functionality, enabling institutions to more effectively serve their student, staff, and faculty service expectations.

DePaul University is the largest Catholic university in the U.S. with more than 23,000 students attending seven Chicago-area campuses. "Our first PeopleSoft email campaign had a 50 percent response rate and helped us detect and engage dozens of at risk students," said Andy Drefahl, manager of CRM and knowledge management technologies DePaul University. "The new higher education solution demonstrates PeopleSoft's commitment to higher learning institutions, and can further our ability to manage and improve many student services and business operations."

PeopleSoft Enterprise CRM for Higher Education includes key marketing and constituent service functionality, enabling institutions to:

Drive successful recruitment, retention, and fund raising campaigns:

The new PeopleSoft solution can increase recruitment, enrolment, retention, and fundraising by providing a more complete view of the constituent relationship, including interactions, transactions, demographics, behaviour data, and correspondence. With this knowledge, the solution builds in-depth profiles and utilizes segmentation tools to target the most qualified prospects, applicants, students, and contributors and create relevant, on-going dialogs.

Exceed constituent service expectations:

By providing convenient and consistent communications across campus offices, contact centres and self-service portals, colleges and universities can improve constituent satisfaction levels. The solution also enhances service interactions with real time insight into constituent preferences and call centre performance levels.

Manage cost of operations:

PeopleSoft Enterprise CRM for Higher Education provides access to real-time analysis and key performance indicators, enabling higher learning institutions to track the effectiveness of student relationship strategies and make adjustments as needed. The solution decreases costs by servicing constituents through the most cost effective channels. It also utilizes analytics to evaluate program effectiveness.

"Higher learning institutions want to provide a high-quality, positive learning environment that fosters the development of lifelong relationships," said Steve Roop, vice president of marketing, PeopleSoft CRM. "PeopleSoft Enterprise CRM for Higher Education provides a solution that enables them to more effectively attract, recruit, enrol, support and generate contributions for their students and alumni."

"For more than a decade, CIBER and PeopleSoft have collaborated on solutions that help clients be more efficient and productive," said Mike Dillon, Vice President and Practice Leader of CIBER's PeopleSoft Practice. "As a long-time PeopleSoft partner, we are pleased with PeopleSoft's continued investment in innovative solutions for colleges and universities."

PeopleSoft Enterprise CRM for Higher Education will be generally available to higher education institutions in North America, Europe, Asia Pacific, and Latin America in Q3 2004.

About PeopleSoft

PeopleSoft (Nasdaq: PSFT) is the world's second largest provider of enterprise application software with 12,000 customers in more than 25 industries and 150 countries. For more information, visit us at www.peoplesoft.com.

Forward-Looking Statements

Statements made in this press release that state the Company's or management's intentions, beliefs, expectations, or predictions for the future are forward-looking statements. Readers are cautioned that these statements are only predictions and may differ materially from actual future events or results. Factors that may bear on the accuracy of these predictions include economic conditions in the U.S. and abroad, the ability to complete and

deliver products and services within currently estimated time frames and budgets, market response to product announcements, and other risks referenced from time to time in the Company's filings with the Securities and Exchange Commission. Please refer to the Company's periodic reports to shareholders (Forms 10-K and 10-Q) for more information on the risk factors that could cause actual results to differ.