

PeopleSoft Announces Enterprise Revenue Management

PeopleSoft Enterprise CRM Delivers a Comprehensive Solution for Rating, Billing, Collections, and Customer Care

PeopleSoft, Inc. (Nasdaq: PSFT) today announced the availability of PeopleSoft Enterprise Revenue Management. Designed for insurers, banking institutions, and revenue-generating government agencies, the new solution provides an end-to-end billing and revenue management system. As a result, organizations will benefit from a single platform that integrates enterprise-wide customer care information, complex rating, high-volume billing, and collections capabilities.

PeopleSoft Enterprise Revenue Management was co-developed by SPL WorldGroup, a CRM technology partner specializing in billing and customer care solutions. PeopleSoft Enterprise Revenue Management includes three new industry-specific applications: Premium Billing for Insurance, Fee Calculations and Billing for Banking and Capital Markets, and Revenue Management for Government.

"Every year companies and governments forego millions of dollars in uncollected debt due to ineffective revenue management systems," said John Kost, managing vice president, Gartner. "To maximize the ability to collect what is due, many organizations require solutions that connect complex billing and collection technologies with front-office constituent care solutions."

PeopleSoft Enterprise Revenue Management enables organizations to increase profits through improved debt collection, gain market share with innovative pricing, reduce operational costs with consolidated billing and invoicing, and improve customer satisfaction by gaining easy access to traditionally siloed customer data. The solution integrates business processes that span the enterprise enabling companies to:

Maximize Profits with a Single Solution: The end-to-end solution consolidates information from multiple accounts receivable systems to support cross-service, cross-account business processes. In addition, the solution improves customer care and helps manage receivables by providing organizations with a single platform for service records, account, billing, and credit and collections information.

Quickly Adapt to Market Conditions: The solution enables real-time application configuration, empowering companies to quickly modify business processes and adapt to dynamic market conditions. The solution's easy-to-use graphical interface enables the primary user to make these changes without requiring IT assistance.

Operate with Greater Efficiency: The new solution eliminates the need for duplicate data entry via a single user interface. Users will also benefit from improved productivity by automating the billing and credit and collections workflow processes. For example, the solution provides convergent rating and a consolidated invoice for services across multiple lines of business, regions, and customer segments.

SPL President and CEO Harry Debes comments, "SPL is pleased to expand the long term relationship we have had with PeopleSoft. We believe our combined solution has proven itself to be a market leader and we are confident this will continue in the new target markets."

"We're always looking at potential new services, new ways of billing, new ways of breaking down our customer base," said Jack Swanson, manager of information services, Benton Public Utility District (PUD). "PeopleSoft and SPL WorldGroup developed a unique solution that improves how customer information is gathered, shared, and utilized. The solution maximizes revenue collection, enables us to consolidate billing, reduces duplication, and improves customer care through real-time access to historical billing records."

"PeopleSoft Enterprise Revenue Management pushes the boundaries of CRM to integrate business processes across the enterprise," said Steve Roop, vice president of marketing, PeopleSoft Enterprise CRM. "The solution unites end-to-end business processes, enabling service-focused organizations to more effectively manage collections, locate lost revenue, adjust to dynamic market conditions, and provide a consistent customer experience."

PeopleSoft Enterprise Revenue Management is available today for public and private utilities and is scheduled to be general availability in Q2 2004 for insurers, banking institutions, and revenue-generating government agencies.

About SPL

SPL delivers the proven billing and customer care solutions that help utilities and service-related companies around the world nurture their customers and maximize their value. For more information, visit www.splwg.com.

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.