

SIEBEL CRM STRATEGIC IMPLEMENTATION PLANNING SERVICE



AT A GLANCE

MANY SUCCESSFUL STRATEGIC IMPLEMENTATION PLANNING PROJECTS HAVE BEEN FACILITATED BY ORACLE CONSULTING IN NORTH AMERICA ENABLING CUSTOMERS AND PARTNERS ACHIEVE:

- Structured Business Requirements & Process Definition
- Process Alignment with Best Practices Repository
- Explicit Process Mapping to Siebel Screens & Views
- Phased Implementation Plan & Blueprint Definition

CUSTOMER VALIDATION

"Siebel Strategic Implementation Planning has a strong methodology and a well-developed Solution Blueprint, including well-defined requirements and solutions. We received realistic costing estimates and a strong phasing proposal"

-LG Home Shopping

Oracle Consulting offers a specialized Strategic Implementation Planning Service to engage & assist our customers' efforts with properly planning their implementation of Oracle's Siebel Customer Relationship Management (CRM) solutions. The Strategic Implementation Planning Service helps our customers build optimized, cost effective Solution Blueprints & Implementation Roadmaps aligned to standard Siebel functionality & industry best practices, ultimately resulting in comprehensive and effective Siebel implementation experiences.

Overview

The Siebel CRM Strategic Implementation Planning Service provides the essential blueprint for turning an organization's implementation vision and strategy into reality. This offering accelerates implementation of Siebel solutions through analyzing corporate objectives in relation to business requirements, encouraging reuse of product functionality through use of prebuilt business models, and optimizing a phased implementation strategy by focusing on quick wins aligned with business drivers.

A Strategic Implementation Planning engagement efficiently and accurately prioritizes customer's business objectives and goals and creates an overall phased implementation strategy that facilitates the successful delivery of a project implementation.

Offering Details

The Strategic Implementation Planning Service offering is applicable to a wide range of customers and industries with distinct needs. Some of the scenarios in which this offering would be appropriate include: creating an initial CRM program plan with a clearly defined, phased program roadmap, reverting a heavily customized implementation to vanilla functionality, and understanding the fit/gap of Siebel functionality to their business processes.

In a typical Strategic Implementation Planning engagement, an overall implementation strategy is developed that helps businesses realize the full value of the processes inherent in Siebel applications and facilitates optimized delivery of a Siebel implementation by maximizing the use of standard Siebel functionality. The end results of a Strategic Implementation Planning engagement are:

- Customer-specific business models mapped to Siebel CRM functionality
- Clear definition of proposed Siebel CRM solutions
- A strategic implementation plan aligned to your business objectives and priorities
- A phased implementation plan including estimates of cost and level of effort

**SERVICE CAPABILITIES
INCLUDE**

- Solution Blueprint including business process models, gap analysis, integration and architecture strategy
- Strategy Roadmap including identification of project phases and cost estimate
- Executive Summary

- A high-level technology plan

Through applying this process, the Strategic Implementation Planning Service offering can result in benefits such as:

- Enabling key project stakeholders to ensure maximum ROI on their Siebel CRM implementation
- Providing a phased roadmap and blueprint that are clearly aligned to their prioritized business objectives and in line with best practices
- Providing a foundation for business design for future phases, etc.

Oracle Consulting Value Proposition

Oracle Consulting delivers industry-specific technology solutions and business application implementation services that address the unique complexity of your industry. Our team is focused exclusively on Oracle Technologies, and we have the experts that others turn to for leading practices in Oracle software implementations and support.

Through consistent solution delivery, Oracle Consulting has demonstrated that we know Oracle best and can provide your business tightly integrated, comprehensive, superior services. In short, Oracle Consulting delivers continuous value across the full solution lifecycle by providing you with rich industry-specific services and solutions that provide a superior ownership experience.

**ORACLE CONSULTING
DIFFERENTIATORS**

- Oracle Expertise in delivering best practices using standardized methodology, process, tools and resources
- Breadth of Services for Your Needs to integrate functional, technical, and change management services necessary for optimal user adoption
- Aligned with Your Goals with a cost-effective and comprehensive upgrade solution resulting in project success

Getting Started

Leverage Oracle's methods, tools, and extensive experience with customer implementations across diverse industries and geographies. Tight integration across Consulting, Development, Support, Education, and Global Delivery puts the entire Oracle team behind your success. To learn more, contact your local Oracle Consulting representative at 1-800-633-0615, email ask-oracleconsulting_us@oracle.com, or visit www.oracle.com/consulting.

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