

RAPID RESULTS FOR ORACLE CRM ON DEMAND



THE WORLD'S MOST
COMPREHENSIVE CRM
ON DEMAND SOLUTION

- Easy to use
- Fast to deploy
- Powerful analytics
- Built-in contact center
- Prebuilt industry solutions
- Embedded sales, marketing, and service best practices

Rapid Results for Oracle CRM On Demand is a comprehensive implementation service designed to accelerate your organization's time to value with Oracle CRM On Demand. With the experience gained from successfully deploying more than 4.6 million CRM users in the last 14-plus years, Rapid Results gets your organization quickly up and running. Our integrated team of certified consultants uses a proven methodology to address the changes required to deliver measurable business results.

Aligns Objectives

Our world-class team of consultants knows there is more to a successful implementation than simply creating custom fields, importing data, and running a few reports. Success means aligning your customer-facing employees, your objectives, and your business processes with the CRM system that operates as your organization's customer-facing transaction and insight engine. Throughout your implementation, our methodology focuses on achieving measurable business results, which are aligned with your business objectives.

We start by meeting with your executive sponsors to understand key business drivers and objectives, and work with you to determine the metrics required to measure success. This information drives subsequent business requirement, design, and system configuration activities. We help you use the industry-leading analytics capabilities of Oracle CRM On Demand to report on, monitor, and predict your business results. These objectives are reinforced during end-user training and launch activities. Finally, we provide a series of post-deployment health checks to measure your success. We work with you to identify what's working, where things may be off-track, and what corrections are required.

Decreases Deployment Time

Oracle CRM on Demand is built from the ground up for ease-of-use and wide adoption throughout your sales, marketing and service functions. The sooner you can deploy this offering across your organization, the more quickly you will increase the productivity and effectiveness of your customer-facing teams.

We employ a proven methodology to ensure your Oracle CRM On Demand deployment is done right the first time. You don't need to worry about time consuming and expensive re-starts. Our rapid implementation service quickly delivers the functionality you have been waiting for, in order to put you on a faster path to improved effectiveness with your customers.

KEY FEATURES

OVERVIEW

- Holistic approach focused on delivering measurable business benefits
- Proven, cost-effective and rapid implementation methodology
- Aligns organizational objectives with your Oracle CRM On Demand deployment
- Administered and managed by certified Oracle CRM implementation experts

FEATURE LIST

- Executive workshop
- Project management
- Requirements assessment
- Configuration workbooks
- Data import
- Review and validation
- Training
- Executive review
- Post deployment assessments

BENEFITS

- Speeds time to value
- Increases productivity and effectiveness of your customer-facing teams
- Improves user adoption
- Increases organizational alignment
- Leverages Oracle Experts to ensure a successful CRM deployment

Optimizes Your Application for Higher Productivity

A properly configured application encourages user buy-in, reinforces adherence to embedded business processes, and yields all of the benefits Oracle CRM On Demand offers.

After assessing your team's requirements – from executive management to sales representatives - our CRM experts will have a thorough understanding of your strategic and tactical objectives. Coupled with our detailed knowledge of Oracle CRM On Demand, we then configure an easy-to-use system that meets your organization's business objectives. As a result, your sales representatives can better manage their accounts and close more business, and your executive team will have the analytic insight needed to make better decisions.

Improves User Buy-in And Adoption

A key reason for unsuccessful CRM deployments is a lack of user buy-in, and as a result, low user adoption rates. At Oracle, we have built mechanisms into our Rapid Results implementation to proactively manage these issues.

Preparing employees to regularly use Oracle CRM On Demand takes more than just a quick training session. With Rapid Results, we work with your organization to identify staff and management objectives, and determine how these will be measured, reinforced, and supported by Oracle CRM On Demand. We provide an entire Activation Plan, which prepares you and your organization's users to "go live." The plan encompasses defining critical communication activities, and delivering customized end user and management training to assess your progress.

Provides End-To-End Accountability

By driving your CRM On Demand implementation, from introductory executive workshops to post-implementation health checks, Oracle provides a time-tested approach to delivering the highest level of customer satisfaction. Our consultants identify your business objectives, ensure they are addressed in the solution, and monitor your progress in achieving those objectives. The Oracle team's success is measured by your success.

The Oracle Advantage

With Rapid Results for Oracle CRM On Demand, you can further increase the benefits you gain from CRM On Demand with a world-class implementation, deployed by certified CRM experts. Go "live" with a deployment that is configured right the first time, aligned with your business processes and objectives, and is effectively used to deliver tangible business results for your organization. For more information on Oracle CRM On Demand, call +1.866.906.7878 or visit

www.oracle.com/crmondemand.

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