

# GUIDED IMPLEMENTATION 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

*The Guided Implementation service follows a proven methodology - based on successfully deploying more than 4.6 million CRM users during the past 14 years - for customers wanting advice and guidance implementing Oracle CRM On Demand. Our certified and highly experienced consultants guide you through the process - quickly and effectively getting your organization up and running.*

## Follow Best Practices

For budgetary reasons, many organizations use their own resources to deploy their enterprise applications. However, they may encounter unexpected challenges – drawn out deployments, solutions that don't meet business objectives, and limited user acceptance.

With Guided Implementation for Oracle CRM On Demand, you do not have to sacrifice affordability for Oracle's proven implementation methodology. We offer this solution to organizations capable of managing the implementation, yet looking for the added advantage of Oracle's professional guidance. An experienced Oracle consultant guides your organization's project team using a proven process, including:

- Providing useful implementation tools, tips and techniques
- Leading a series of advisory and requirements gathering meetings to ensure requirements are identified and built into the solution
- Training users to take advantage of Oracle CRM On Demand in their daily activities
- Identifying potential problems and suggesting resolutions
- Giving advice to keep your project on schedule at every important milestone

## Deliver the Right Solution to Achieve Business Results

Getting the requirements and solution right the first time is critical to the success of your deployment. Our experienced consultants provide the discipline and guidance to identify all business-enabling requirements before you build your solution. We hold advisory meetings and provide workbooks to ensure your sales processes and user access controls are properly understood and reflected in the solution.

After the requirements are finalized, the Configuration, Import, and Report Advisory meetings guide you to properly configure your application, import legacy data, and develop reports to provide actionable analytics to drive better business decisions and results. Throughout the project, our product experts monitor your progress through regular health checks – verifying you are on course to meet your objectives.

**KEY FEATURES**

## OVERVIEW

- Advice and guidance based on proven implementation methodology
- Administered and managed by certified Oracle CRM implementation experts

## FEATURE LIST

- Kickoff meeting
- Business requirements meeting
- User role advisory meeting
- Sales process advisory meeting
- Configuration advisory meeting
- Import advisory meeting
- Report advisory meeting
- Training

## BENEFITS

- Increases productivity and effectiveness of your implementation team
- Leverages Oracle Experts to ensure a successful CRM deployment

**Provide Customized User Training**

Effective user training – aligned with an organization’s business processes and objectives – is a critical aspect of preparing employees to use a new application. Yet often organizations are unprepared to deliver this important training.

At Oracle, our Guided Implementation program includes customized end-user training, easily transitioning employees to use Oracle CRM On Demand in their day-to-day business life. Our experienced education consultants are dedicated solely to the Oracle CRM On Demand application and work with your project stakeholders to develop and deliver relevant training content to your end-users.

**Meet your Schedules**

What is the impact to your business if the deployment is delayed or falls short of requirements?

Ensure your solution is properly implemented and proceeds on schedule. A drawn out deployment kills your momentum and discourages user adoption. With a guided deployment, you compound the benefits of Oracle CRM On Demand: faster access to system functionality, less time spent analyzing irrelevant data and tasks, and an end-user community excited about working with the application.

**The Oracle Advantage**

Benefit from Oracle’s proven methodology and best practices at a price you can afford. With Guided Implementation for Oracle CRM On Demand, your project team works closely with a certified Oracle expert, who guides you and keeps your deployment on track. The Oracle team’s success is measured by your success. For more information on Oracle CRM On Demand, call +1.866.906.7878 or visit [www.oracle.com/crmondemand](http://www.oracle.com/crmondemand).

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