

SIEBEL CRM ON DEMAND IMPLEMENTATION ASSESSMENT



SCOPE OF SERVICES

- Conduct current state review
- Conduct employee survey
- Conduct executive interviews
- Review business processes and analytic reports

AREAS OF ANALYSIS

- Business Alignment
- Measurement
- Communication
- Training
- Support & Reinforcement

CUSTOMER PERSONNEL INVOLVED

- CRM On Demand administrator
- Executive leadership team
- Management team
- CRM On Demand users

The Implementation Assessment is designed to evaluate the effectiveness of your company's use of Siebel CRM On Demand, and provide tactical recommendations and best practices to help you more effectively achieve your business goals.

Service Summary

An experienced Siebel CRM On Demand certified consultant will work with you to analyze your company's deployment of CRM On Demand. This analysis will employ the following methods:

- Interviewing employees, management, and executives
- Reviewing your business processes
- Compiling system usage statistics
- Analyzing service requests
- Reviewing the effectiveness of your analytics reports

Through in-depth analysis of usage patterns, service requests and feedback from interviews, we will provide you with details of our recommendations and best practices aimed at increasing your user adoption and helping you achieve your desired business results.

Collaborative Approach

The Implementation Assessment is very much a collaborative endeavor between Oracle and your company. The active participation of personnel in interviews and business process or analytics reviews is critical to our ability to provide meaningful recommendations.

Implementation Effort and Duration

Anticipated effort:

- 2 days (16 hours) collecting usage data and conducting a focused end user survey, consolidating results
- 2 days (16 hours) conducting executive interviews addressing each of the key focus analysis areas
- 2 days (16 hours) analyzing results and preparing recommendations
- 1 day (8 hours) on-site presentation and discussion of recommendations

Expected duration: 10 business days

For More Information

To more information about the Implementation Assessment or other Professional Services offerings for Siebel CRM On Demand, contact

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