

# PROFESSIONAL SERVICES FOR SIEBEL CRM ON DEMAND



## A COMPREHENSIVE CRM ON-DEMAND SOLUTION

Oracle's Siebel CRM On Demand is an innovative customer relationship management (CRM) solution that delivers fast results at the lowest total cost of ownership.

- Easy to use for high user adoption
- Deploys quickly with no IT investment
- Powerful analytics
- Built-in contact center
- Prebuilt industry solutions
- Embedded marketing, sales, and service best practices

*To ensure that you will be able to quickly deploy and take advantage of Oracle's Siebel CRM On Demand solution, Oracle Professional Services offers consulting services tailored to your unique business needs.*

## QUICKSTART PACKAGE

The QuickStart Package is designed for organizations and users who need minimal technical assistance. This service provides a dedicated expert, available via telephone and Web conference, to guide you through the steps necessary to deploy Siebel CRM On Demand. Designed for organizations with fewer than 100 users, the service consists of 16 hours of expert consulting that can include:

- A technical overview of Siebel CRM On Demand
- User profile, password, role, and privilege setup
- Setting up administrative data
- Customizing application screen layouts
- Assisting with initial data loads
- Determining a data integration strategy
- Providing project management and staff augmentation
- Administrator training

## TURNKEY PACKAGES

Turnkey Packages – consisting of fixed-price teleconsulting and remote services – are designed for customers that want Oracle experts to set up and configure their full Siebel CRM On Demand solution. The services are predefined to allow your organization to take full advantage of CRM implementation best practices gleaned from Oracle's experience implementing Siebel CRM On Demand.

Turnkey services are tailored to meet your needs in deploying specific Siebel CRM On Demand business process solutions. The packages include:

- Dedicated project management
- Training of your project team through seminars and tutorials
- Requirements definition through one or more teleconferences
- Administrative setup for users
- Setup and configuration of the business process solution selected
- Data import from your CRM data sources
- Validation of the solution

**KEY BENEFITS**

- Rapid deployment of CRM solution, tailored to your needs and budget
- Predictable rollout cost and timeframe
- Fast ROI across the organization
- Quick startup for organizations that need minimum technical help
- Turnkey services for organizations that need Oracle to set up the solution
- Custom consulting for integration and complex needs
- Oracle experts dedicated to your implementation
- Rapid rollout methodology

- Specified training sessions for your Siebel CRM On Demand administrator and end users

Turnkey service packages are delivered in a program of remote project management and consulting. Oracle experts use remote management tools to set up and configure your Siebel CRM On Demand solution.

**CUSTOM CONSULTING SERVICES**

In addition to the QuickStart and Turnkey Packages, Oracle Professional Services offers custom consulting services for companies with more complex business or technical needs, such as enterprise integration or advanced business services.

Custom consulting services could include:

- Detailed business requirements definition
- Custom configuration of the Siebel CRM On Demand solution
- Enterprise integration to other internal or external systems
- Sales methodology training or management alignment services
- End user and technical team training

Custom services are delivered by dedicated expert consultants from Oracle Professional Services. A consultant will meet with you to understand your business requirements and develop a custom service profile tailored to your specific needs.

**UNMATCHED PROFESSIONAL EXPERTISE**

Oracle Professional Services offers a variety of services for Siebel CRM On Demand, all of which can be tailored to customer-specific requirements and priorities with the objective of helping customers achieve fast results. For detailed information, contracting, and pricing, please contact [crmondemandconsulting\\_ww@oracle.com](mailto:crmondemandconsulting_ww@oracle.com).

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