



Should you execute your Siebel project onsite, offsite or offshore?

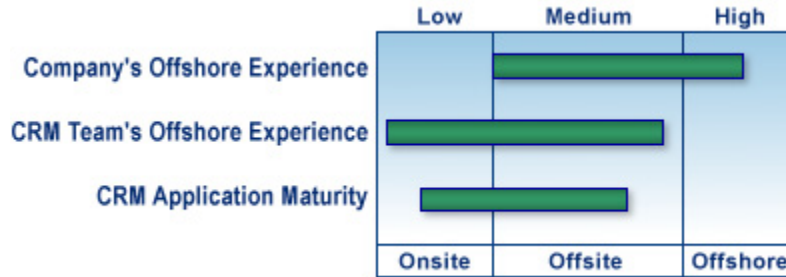
Choosing your delivery model

One methodology, process or delivery model will never fit all customers for all projects. It's never that simple. But there is an optimum delivery model for your organization and project that will minimize cost and risk yet maximize savings. Building the right delivery model is a balancing act between project demands and complexity, types and numbers of resources required, and budget constraints.

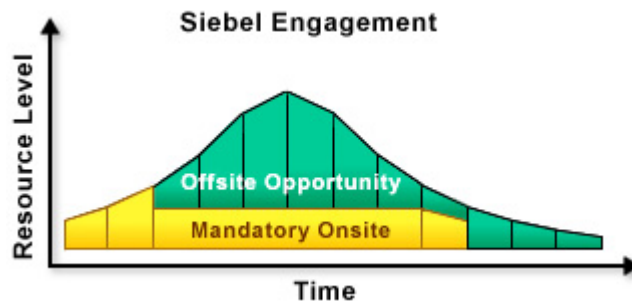
Eagle Creek has participated in over 300 Siebel engagements, and our findings are:

- 10% possessed the capabilities to utilize offshore services
- 80% possessed the capabilities to utilize offsite services
- 100% possessed the capabilities to utilize onsite services

In our experience, the typical CRM team of a Fortune 1500 company finds themselves somewhere along each of the three green bars in the following chart. If this fits you, your company is among the 80% that can benefit from offsite delivery at our US-based Siebel Project Center.



The opportunity to take work offsite changes with time. Typically, the early work must all be done onsite, and the later work can all be done offsite, but the offsite opportunity actually peaks in the middle, as shown in the following figure.



With our experience we can help you determine the optimal delivery mix progression for your company, Siebel implementation and current project.

Our Delivery Model Comparison Chart (below) summarizes the pros and cons of each model.

Onsite Delivery

Benefits

- Maximum project control
- Unlimited direct contact with your staff and facilities
- Can generally respond quickly to an increase or decrease in project demands

Considerations

- Highest price
- Highest overhead
- Least cost effective solution for post production support, continuous enhancements or maintenance

Optimal When

- Project or position requires close communication with your own team.
- Project positions are highly dependent on the physical environment.
- Project or positions are short-term.
- Maximum project responsiveness or face-to-face contact with end user is required.

Offsite Delivery (Eagle Creek's Siebel Project Center)

Benefits

- Cost – up to 50% lower than comparable onsite resources
- Proximity to onsite team — just 1 or 2 time zones away; easy to inspect
- US Based
- Team stability — best solution for long-term projects that require continuity, continuous support and enhancement
- Flexibility — offsite can go onsite or onsite can go offsite.
- Knowledge transfer — easiest model to transfer customer knowledge, because of higher team stability due to lower cost pressures than onsite.

Considerations

- Less conducive to short-term engagements (two months or less)
- Unlikely to duplicate complete onsite technical environment
- Lower project responsiveness than onsite — requires higher level of project planning

Optimal When

- Total Cost of Ownership needs to be reduced or Return on Investment needs to be accelerated.
- Project or project support is planned to be longer term.
- Company is adopting or has in place a “non-onsite” program.
- Company needs to maintain control of project but realize cost savings.
- Company is not going to internally staff bulk of CRM positions.
- Offshore isn't feasible because of security or foreign outsourcing considerations.
- Project has potential of unknowns and there is a requirement to “bank some hours”.

Offshore Delivery

Benefits

- Potentially lowest cost if managed correctly
- Most cost effective for mature application environment
- Pre-determined methodology

Considerations

- Fit – most Siebel environments and/or applications are not *mature* enough.
- Non US based
- Cultural differences
- Communication concerns
- Accessibility to offshore team
- High project team turnover
- Potential security issues
- Adaptation to offshore methodology

Optimal When

- Your organization has significant offshore experience and the management with that experience can assist with CRM applications.
- Organization can make a 2-3 year commitment on strategy, resource levels, etc .

offsite delivery — Siebel Project Center

How It Works

Some parts of a project can be safely taken offsite. Others are best done onsite. This depends not only on the type of work but also on the stage of implementation and your own team's capabilities and experience. So we start with a workshop with your team. Together we'll determine your best mix of onsite and offsite support.

Delivery Workshop

At this workshop we will . . .

- Review overall project plan
- Determine Technology Center applicability
- Build metric analysis
- Determine total team size
- Determine impact to your project plan
- Determine total savings

Flexing to Your Process

Unlike offshore companies, we don't make you conform to our methodology or "process". Instead, after learning about your project management style and ways of doing business, we'll flex to *your* process, so as to minimize any disruption to your normal way of doing business or managing a project.

In short, together we'll figure out the best approach for you — what can be taken offsite, what can't, and how *we* can adapt to *your* ways of working.

Convenience & Project Control

We'll keep a minimum number of lead consultants onsite to coordinate with the offsite team. At the same time, the offsite team will be directly accessible to you as well. This ensures you the maximum of both convenience and project control.

delivery model needs analysis

Determining the best mix of delivery models depends on your project needs, the resources you can bring to it — budget, internal Siebel expertise, offshore management experience — and the maturity of the Siebel implementation itself.

Eagle Creek has been involved in over 300 CRM engagements and can quickly assess the delivery opportunities and alternatives for any Siebel project, be it an upgrade, new application implementation, post production support, ongoing maintenance or enhancements, or analytics. We can determine how to best optimize the delivery mix for your Siebel project.

To advise you on the best solution for your situation, here's what we'll need to know . . .

- Your Siebel implementation (applications, users, etc.).
- Your current Siebel project.
- Your estimate of total CRM resources required for this project.
- Your company's experience with offshore delivery.
- Your CRM team's experience with offshore delivery.
- Is there a senior management mandate to reduce CRM costs?
- Is there a senior management mandate to explore or utilize alternatives to onsite delivery?
- For what time-frame will your organization make a commitment to specific levels of Siebel resources?
 - Less than six months
 - 6 months to 1 year
 - 1 year to 18 months
 - 18 months to 2 years
- Does your organization prohibit remote, independent consultants?
- Does your organization prohibit offsite teams?
- Does your organization prohibit offshore teams?

offsite delivery — Siebel Project Center Valley City, North Dakota

Advantages

Our offsite delivery provides you with the excellent communications and project control of onsite delivery at a cost approaching that of offshore.

- Priced at approximately 50% of equivalent onsite services.
- Highly qualified consultants - independent background checks; 2 - 5 years Siebel experience; experienced with Siebel 7.x; skilled in configuration, integration, development & testing.
- Excellent communication and project control - Same country, same language, just a time zone or two away.
- Easy and convenient access to the Project Center.
- A stable resource — our history, size, focus and commitment ensure that you won't have to engage multiple companies.
- Low consultant turnover - ensuring project continuity and retention of your project knowledge.
- Flexible-scalable model — the capability of scaling projects on demand for any duration.
- *Flexing to your methodology* - adapting to *your* ways of doing business and managing a project, instead of making you fit a standard methodology or process.