

UPGRADING SIEBEL CRM



Helping Customers Protect Their Investment in Siebel CRM

Free Upgrade Evaluation

Eagle Creek will conduct for free up to 8 hours of Upgrade Evaluation to determine the scope of the requirements.

The next phase of the implementation process would be to conduct a GAP Analysis Assessment with a fixed time and fixed cost, based upon the size and complexity of the organization's Siebel environment.

GAP Assessment

The assessment consists of:

- GAP Analysis
- Cost benefit analysis
- Risk analysis
- Tailored project plan
- Architecture assessment
- Upgrade roadmap
- Customized action plan and business justification



Upgrade Process

Eagle Creek, with extensive experience in working with Siebel solutions will first conduct a free Upgrade Evaluation followed by a fixed price GAP Analysis Assessment with a fixed time and cost. Upon completion of the GAP Analysis Assessment, our upgrade approach involves the following:

- Implement the new design based on the gaps identified
- Conduct comprehensive testing, including, Unit, System Integration and User Acceptance Testing
- Prepare and conduct User Training
- Deploy the upgrade application in production

Overview of the Upgrade Process



U.S. Onshoring - A Unique Delivery Model

Businesses are undergoing a digital transformation more revolutionary than the .com era. New technologies, applications and devices are being released to the market at an accelerated pace. The skills dilemma combined with budget constraints mean companies are being compelled to change their IT sourcing strategy. Internal hires and traditional onsite resources remain elusive and expensive. Offshore cannot provide the communication, responsiveness and speed in the new requirement of the Digital Enterprise.

Eagle Creek's U.S. Onshoring combines on site expertise with our offsite (but onshore) delivery platforms. Achieving this consistent and sustainable way to provision consulting capabilities, reduce our customers' backlogs and optimize their IT budgets. This has meant investing in America; where Eagle Creek has become the leader in U.S. Onshoring.



For more information visit:
www.eaglecrk.com

Why Upgrade to the Latest Siebel Releases with Eagle Creek

Increased Services

Through our Siebel Technology Centers, Eagle Creek possesses the competency to support any Siebel environment, located anywhere in the world.

Improved Quality

Eagle Creek's Technology Centers represent the largest concentration of Oracle Siebel CRM consultants. This, combined with more than three million hours of Siebel experience, creates depth and breadth of experience that can be leveraged for your project.

Lower Cost

Our dedicated Siebel Technology Centers are substantially lower in cost than onsite services and are more cost effective than offshore. There are also no travel expenses accrued since all services are performed remotely via VPN or hosting development or production environments.

Proximity

Eagle Creek's Technology Centers are no more than two time zones away from any North American location.

Critical Success Factors for a Successful Siebel Upgrade

- A partner with depth of experience and technical expertise – Eagle Creek's Siebel upgrade methodologies are based on our involvement in numerous migrations
- Ensure a thorough and comprehensive understanding of the business requirements that supported the current version of the application, specifically the customizations and integrations
- Level set the organization's mindset on the effects of migrating to the latest Siebel versions
- Perform the upgrade as a discrete standalone project with only a minimal set of upgrade-specific modifications or enhancements
- Careful documentation of configuration and administrative changes to the Siebel configuration

