# SIEBEL 15

# RELEASE & UPGRADE SUMMARY



Eagle Creek Software Services

**ORACLE** Gold Partner

# Siebel 15
# Release and Upgrade Summary

## What's New: UI Themes, Installation, Certification, Updates, Upgrade Paths, Cloud Integrations and jQuery Charting Framework

This document describes the Siebel Innovation Pack 2015 offering and provides insights into the future architectural direction and benefits for customers using Oracle's Siebel CRM product. It also addresses the benefits of upgrading with Eagle Creek Software Services.

IP2015, also known as Siebel Release 15, represents a new milestone in the evolution of the Siebel CRM product. Browser and Architecture flexibility are achieved and the stage is set for unleashing future Cloud capabilities in IP2016 and beyond.

The following items are the high level features of IP2015 covered in this document:

- UI Themes
- Installation Related Improvements
- Certification Updates
- Supported Upgrade Paths
- Cloud Integrations
- New Charting Framework
- Siebel Tools Composer
- Customer Benefits/Conclusion

## UI Themes

Oracle has introduced a new Open UI theme in Siebel 15.0 called "Synergy". This theme corresponds to the interface in existing Oracle Cloud applications like Oracle Sales Cloud, and Oracle Service Cloud. Theme "Synergy" has a modern look and feel, and allows for easy navigation with touch screen devices.

The "Aurora" User Interface Theme, which was first introduced in Siebel IP 2014 remains available.

> IP2015, also known as Siebel Release 15, represents a new milestone in the evolution of the Siebel CRM product. Browser and Architecture flexibility are achieved and the stage is set for unleashing future Cloud capabilities in IP2016 and beyond.

## Example - Synergy Theme Screen Shot

Oracle has introduced a new Open UI theme in Siebel 15.0 called "Synergy". This theme corresponds to the interface in existing Oracle Cloud applications like Oracle Sales Cloud, and Oracle Service Cloud. Theme "Synergy" has a modern look and feel, and allows for easy navigation with touch screen devices.

## Installation Related Improvements

LDAP Client Installation is now an integrated part of Siebel Installer. LDAP may be manually installed post installation if necessary.

Transport Layer Security (TLS), and Secure Hash Algorithm (SHA2/3) Security are now available.

These protocols supersede and replace deprecated Secure Sockets Layer, SSL V3.0

- SSL V3.0 deprecated due to Poodle Security Vulnerability (CVE-2014-3566) contained in the versions of numerous Oracle products compliant with SSL V3.0.

- Poodle == Padding Oracle On Downgraded Legacy Encryption.

Open UI install and enable option now available during setup.

Encryption now supported for Siebel File System attachments.

## Certification Updates

- Microsoft Windows Server 2012 R2 for Siebel Server components.
- Database options include: Microsoft SQL Server 2012 R2, IBM DB2 LUW v10.5 and IBM DB2 for zOS v11 with DB2 Connect 10.5.
- Oracle Java 8 JRE support

## Supported Upgrade Paths

The following table illustrates the possible Upgrade paths for the Siebel Application.

| Current Version | Upgrade Approach |
|---|---|
| Siebel CRM v7.5.3 - v7.7.2 (SEA or SIA) | ■ Full database upgrade. ■ Two-step repository upgrade. |
| Siebel CRM v7.8.2 (SEA or SIA)<br><br>Siebel CRM v8.0 (SEA or SIA)<br><br>Siebel CRM v8.1.1.0 - 8.1.1.7 (SEA) | ■ Full database upgrade.<br><br>■ Single-step repository upgrade. |
| Siebel CRM v8.1.1.0 - 8.1.1.14 (SIA) | ■ Incremental repository merge. |
| Siebel CRM v8.2 (SIA)<br><br>Siebel CRM v8.2.1 (SIA) | ■ Full database upgrade. ■ Single-step repository upgrade. |
| Siebel CRM v8.2.2.0 - 8.2.2.14 (SIA) | ■ Incremental repository merge. |

For those customers coming from the SEA or SIA version of the product who are still using 7.5.3 or 7.7.2, it will first be necessary to upgrade to the 8.1.1 SEA release before upgrading to the 15.0 release.

For those customers who are already on an Industry (or "SIA") version of Siebel 8.1.x, customers can move to 15.0 by simply applying the 15.0 patch and running the Incremental Repository Merge process, rather than having to execute and entire upgrade.

## Cloud Integrations

IP2015 Offers the following Key Integrations via connectors (purchased separately) with the following

Suite of Oracle applications:

• Oracle Marketing Cloud

• Oracle Commerce

• Oracle Sales Cloud and CPQ – (Configure Price and Quote)

• Oracle Service Cloud

• Oracle Social Cloud

• Oracle Cloud Applications and Siebel UIs share same look and feel providing consistent user experience.

• Offers Cloud Service Integration for Attachments
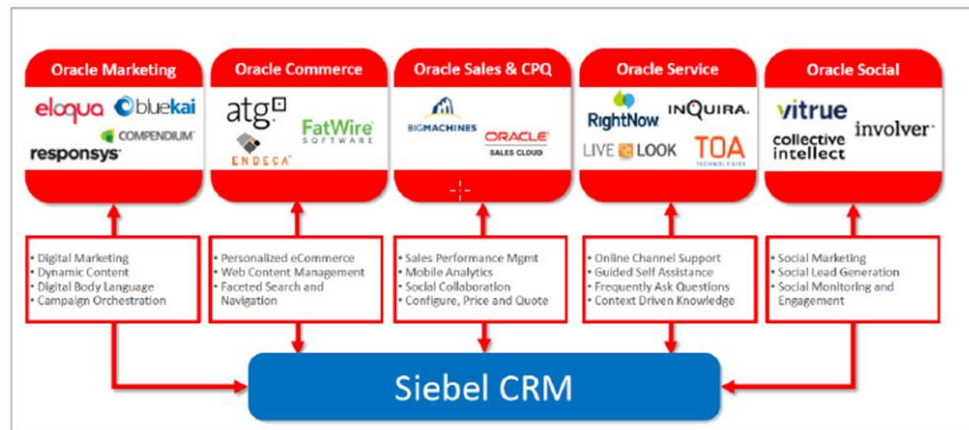


## Charting Framework

New jQuery Charts framework available to use instead of NetCharts Server, for deployments using Siebel Open UI.

## Siebel Tools Composer and No-SRF Development

The future of Siebel development will utilize the Siebel Composer tool which is a Web Based Tools development platform which does not utilize an SRF.

• New component group Siebel Web Tools Siebel Web Tools.

• Composer is a Web Based Tools Development platform.

• No SRF used.

• Current Tools application to be phased out over time.

• Results in new deployment model based on Repository data rather than SRF.

• Preview mode only for IP2015.

## More Efficient Rendering of Web Pages

The DOM (Document Object Model) structure in Siebel Business Applications is simplified, and the DOM is assembled using a single HTTP response, not multiple relays between the client and the server. For more information, see "Aspects of Responsive Web Design in Siebel CRM Composer".

When you use Siebel Tools, content is trimmed only from the client. Also, post-response JavaScript execution trims content. When you use Siebel CRM Composer, the server evaluates client capabilities, such as resolution and form factors. Content is tailored from the server, and more efficient options are available to manage content.

## Expanded Options for Generating Content

You can specify standard Siebel expressions for additional elements in the user interface, such as Web templates, Web pages, and views. For more information, see the description of the Expression field in "Added Fields in Siebel CRM Composer".

## Expanded Options for Styling Content

You can designate classes for the CSS (Cascading Style Sheet) in a DOM with valid IDs to configure the styling of a Siebel application. A DOM without valid IDs is removed from the server. For more information, see the description of the HTML Attributes field in "Added Fields in Siebel CRM Composer".

Tables related to the layout of the user interface are removed.

## Decreased Network Traffic

Only the content that is necessary to currently render the user interface is included in responses.

Extraneous content that the client must later discard or ignore is not included in responses. This decrease in content decreases the network traffic.

## No Downtime during Configuration Deployment

When you use Siebel Tools to configure a Siebel application or a Siebel Web template, you must restart the application server to deploy the updated SRF (Siebel Repository File) into the production environment. When you use Siebel CRM Composer for this configuration, you just log in to the application again to view the deployed configuration. For more information, see "About Compiling and Publishing".

## More Control in the Client

In addition to existing stubs for the presentation model and physical renderer in applets and views, stubs for the presentation model and physical renderer are available for Web pages. Consequently, the Siebel Configurator can use the presentation model of a Web page to alter its properties and behavior, and the Siebel Configurator can use the physical renderer of a Web page to change its rendering.

## Improved File Loading

The framework files that are needed to start a Siebel application are loaded from the manifest. The files for the presentation model and physical renderer that are needed to render Web pages are also loaded from the manifest.

## Customer Benefits/Conclusion

Siebel 15 is the new basis point for the future direction of Siebel CRM architecture. Offering:

- Convenience of install options for LDAP and Open UI.
- Architecture direction Independence and flexibility.
- Robust integration capabilities built on secure frameworks. (TLS/SHA)
- Enables pathway to Cloud-like capabilities with IP2015 and beyond.

## Eagle Creek Upgrade Services

We combine our onsite consultants with our offsite (but onshore) Technology Center based teams. This way we are able to provide the highest levels of Siebel expertise in a model that maximizes your investment. This delivery style is less costly than exclusive on site staffing and delivers higher quality than offshore.

Eagle Creek, with extensive experience in working with Siebel solutions will first conduct a free Upgrade Evaluation followed by a fixed price Upgrade Assessment with a fixed time and cost.

Upon completion of the Upgrade 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

Eagle Creek can bring the following resources to a Siebel 15 Upgrade Project - Project Lead, Upgrade Specialist, Configuration Specialists, Reports Specialist, Technical Project Manager, DBA/Network Administrator/Security Administrator, Business and Technical Application Testing Specialists

## Critical Success Factors for a Successful Siebel Upgrade

Involving a partner with depth of experience and technical expertise – Eagle Creek's Siebel upgrade methodologies are based on our involvement in numerous migrations

Ensuring 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 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

## Eagle Creek Support Services

Eagle Creek is the only Siebel services company in North America that can provide a local, high quality, cost-effective, full support s services for your Siebel implementation. Successful support services is a result of quality, experienced consultants in a dedicated environment. From implementations to production support, Eagle Creek's Technology Centers have played an integral role in the most sophisticated CRM projects in the industry.

## Eagle Creek's Support Credentials:

We have remained active in all aspects of Siebel while Siebel expertise has become more difficult to locate and retain. We have:

- The largest concentration of CRM consultants in one U.S. based company.
- On demand flex project teams for peak needs
- Consultants that have more than 3 million hours of CRM services experience.
- VPN, hosted development or hosted environment
- New implementations, upgrades, managed services and support experience
- Global 5x8 to 24x7 configurable support

**Digital Transformation through U.S. Onshoring**

## About Eagle Creek Software Services

Since 1999 Eagle Creek Software Services has provided software consulting expertise to the enterprise.

We focus on CRM, App Dev and Mobility enabling our customers to improve efficiency and quality, while managing price and risk in software development, deployment and support.

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

For more information go to
**www.eaglecrk.com**