ORACLE SIEBEL CRM UPGRADE PROCESS

eagle creek
software services

Helping Customers Protect Their Investment in Siebel CRM

Upgrade Assessment

Eagle Creek, with extensive experience in working with Siebel solutions, will deliver a Siebel Upgrade Assessment with a fixed time and fixed cost, based upon the size and complexity of your organization's Siebel CRM environment. The assessment consists of:

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

Delivery Model

Eagle Creek employs a unique delivery model through the use of onsite consultants and offsite consultants based in our Siebel Technology Centers. These US Centers represent a high quality, low cost, nominal risk alternative to high-risk offshore development.

ORACLE® Gold Partner

Upgrade Process

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

Overview of the Upgrade Process

Project Planning	Initial Assessment & Requirements Analysis	Prepare Offsite Upgrade Environment

Copy Configuration, Reference Data, and Test Data

Off-site Upgrade Environment (if applicable)	On-site Development Environment
	Merge Upgrade & Development Environments

Update & Migrate to Development Environment

Update & Migrate to Test Environment

Update & Migrate to Production Environment

Why Upgrade 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.

For more information visit: www.eaglecrk.com

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

Eagle Creek Continuous Enhancement & Support Capabilities

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

Eagle Creek's Production Support Credentials

- More than 200 Siebel/CRM consultants, resulting in the largest concentration of CRM consultants in one U.S.-based company.
- Consultants are 100% dedicated to Siebel CRM
- On demand flex project teams for peak needs
- Consultants have more than 3 million hours of CRM services experience.
- VPN, hosted development or hosted environment
- New implementations, upgrades, managed services and production support experience
- Global 5x8 to 24x7 configurable support