

# ORACLE ORDER TO CASH INTEGRATION PACK FOR SIEBEL CRM AND SAP

## KEY FEATURES AND BENEFITS

ENABLE YOUR SAP ERP APPLICATION WITH BEST-OF-BREED SIEBEL CRM

### FEATURES

- Complete end-to-end order process integration
- Pre-built business process maps to enable complete Order Capture to Cash flow
- Synchronized customer, product, pricing, and install base information

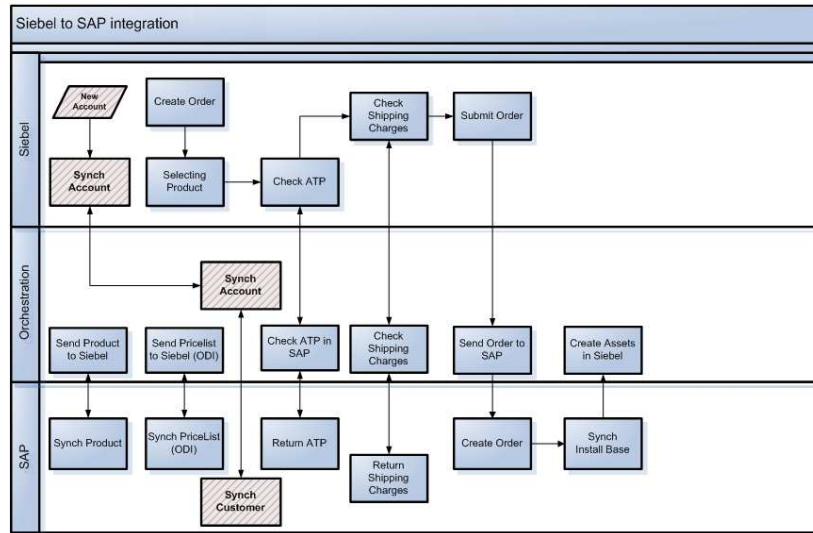
### BENEFITS

- Reduces the implementation time of mission-critical applications
- Speeds time to value
- Requires fewer IT resources
- Leverages existing enterprise data

*Leveraging Oracle’s best of breed front office CRM with SAP back office applications, the Oracle Order to Cash Integration Pack for Siebel CRM and SAP provides a pre-built solution that will give you a streamlined, end-to-end order-to-cash business process enabling faster time to market for new products and faster time to revenue.*

## Complete Order-to-Cash Business Processes

The Oracle Order to Cash Integration Pack for Siebel CRM and SAP combines Siebel CRM’s campaign-to-order functionality with SAP’s order management and fulfillment capabilities giving you a single view of your order-to-cash business process.



**Figure 1. Siebel CRM to SAP Order Management Business Process**

Every company wants their products to hit the market as quickly as possible to start generating revenue. The Integration Pack helps with this need by providing consistent product definitions between SAP and Siebel CRM through product synchronization. These flows synchronize the SAP material definition with the Siebel product definition.

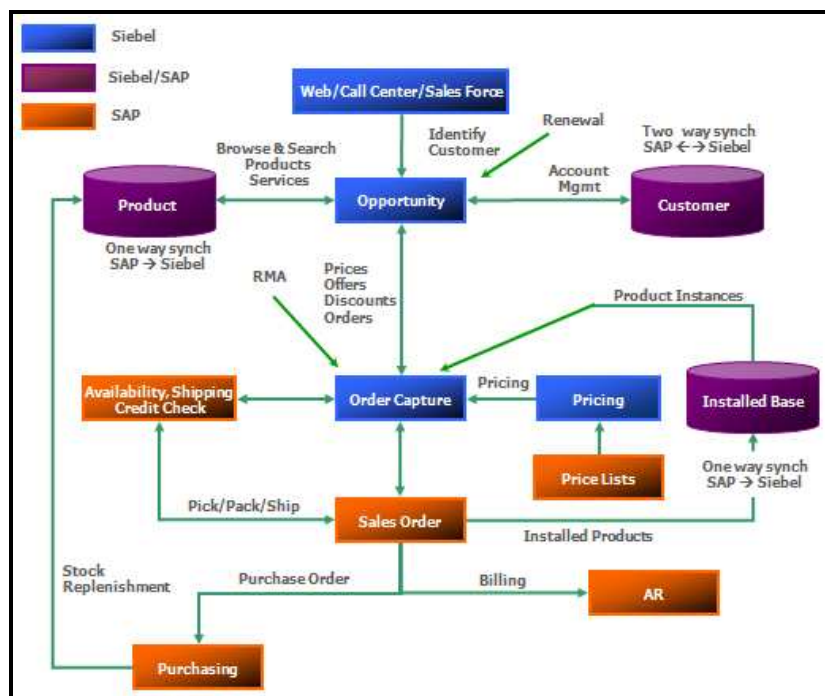
Another key benefit of this solution is that it allows centralization of your price list policies, a key component in new product release cycles. Pricing conditions are defined and managed in SAP then synchronized to the Siebel CRM price list. The synced list prices can be used by the Siebel CRM Order.

Finally, you will enjoy increased fulfillment and manufacturing efficiency with the

SAP application. Upon the submission of a Siebel CRM order, the SAP order is automatically created and processed for fulfillment. The latest order status is also sent back from SAP order to Siebel Order Capture.

**Enables Rapid Integration**

Oracle Application Integration Architecture (AIA) replaces traditional enterprise application integration with flexible, pre-built, standards-based business process integration solutions. As an AIA offering, the Oracle Order to Cash Integration Pack for Siebel CRM and SAP includes all the necessary business process models, canonical objects, and Web Services you need out-of-the-box. Now you can quickly orchestrate a sustainable Order to Cash business process across Siebel CRM and SAP with reduced cost and risk. Plus, our adaptable framework enables you to extend the integration to accommodate your specific business needs.



**Figure 2. Order-to-Cash: Siebel CRM to SAP Integration Features**

To increase productivity and efficiency, sales and service representatives can create an order in Siebel CRM and fulfill that order in SAP through a single UI. Since this integration pack automatically loads and updates your customer information including account, address, sales area and contacts, you can achieve complete, accurate and synchronized customer data and enhanced customer visibility across your business process.

In addition to new orders, the Order to Cash Integration Pack for Siebel CRM and SAP provides support for RMAs to ensure increased efficiency for goods and services lifecycle management. Specific SAP install base information is updated to Siebel CRM to provide complete asset records.

**INTEGRATION FEATURES**

- New Order Creation
- RMA Orders
- ATP Check
- Credit Check
- Payment Authorization
- Shipping Cost Calculation
- Order Status Update
- Synchronization of:
  - Customers (2-way)
  - Products
  - Assets
  - Price Lists

**Achieve Faster Time to Revenue**

In business today, there is nothing more valuable than realizing revenue as quickly as possible. The Oracle Order to Cash Integration Pack for Siebel CRM and SAP will help you achieve this goal. The integration will reduce order errors by ensuring accurate product selection and allow for smooth downstream fulfillment.

You will realize faster order processing through the integration of the Siebel CRM Order with SAP. The Siebel CRM Order can call SAP for credit checking, payment authorization, ATP and shipping charge information to ensure a correct order before it is sent to SAP for processing and invoicing.

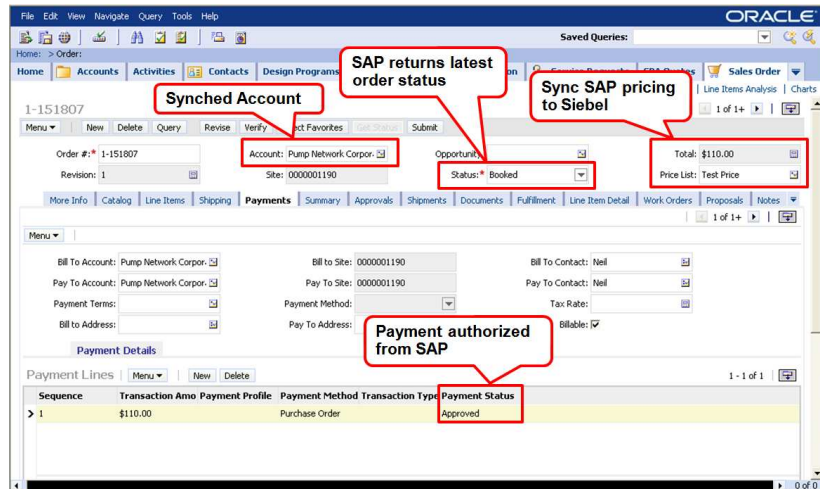


Figure 3. Siebel Sales Order Integration Points with SAP

**The Oracle Advantage**

Leveraging Oracle Application Integration Architecture, the Oracle Order to Cash Integration Pack for Siebel CRM and SAP provides everything you need to implement sustainable integrations between Siebel CRM and SAP Sales & Distribution. For added configurability, extensibility and sustainability, the new Order to Cash Process Integration Pack for Siebel CRM and SAP has been built on the AIA Foundation Pack methodology and architecture, giving customers a standards-based, best-practice Order to Cash business process.

**Contact Us**

For more information about the Oracle Order to Cash Integration Pack for Siebel CRM and SAP, please visit [oracle.com](http://oracle.com) or call +1.800.ORACLE1 to speak to an Oracle representative.

 Oracle is committed to developing practices and products that help protect the environment

Copyright © 2009, Oracle and/or its affiliates. All rights reserved.

This document is provided for information purposes only and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners. 0109