

ORACLE UPGRADE SERVICES – SIEBEL



ORACLE UPGRADE SERVICE HIGHLIGHTS

OVER 1,000 SUCCESSFUL UPGRADE PROJECTS HAVE BEEN FACILITATED BY ORACLE CONSULTING IN NORTH AMERICA:

- 11,000 dedicated consulting professionals globally
- Upgraded Oracle functionality deployed to over 5 million users around the world
- Generated total cost savings of over \$80 Million globally
- Resulting in 56,000 hours of time savings worldwide
- Helps companies achieve potential upgrade project savings of 35% or better
- 24 x 7 support capabilities in 24 languages
- Oracle experience and coverage in over 145 countries worldwide

CUSTOMER VALIDATION

AVIALL

"The Aviall success story is a tremendous one. Jim Quinn, SVP of Aviall sales knew where he wanted to go and what processes he was going to use. Siebel proved to be a very good tool to support his efforts."

Joe Lacik, Sr. SVP, CIO

Access to the latest Siebel product suite and its embedded best practices enables enterprises to fully realize the power of driving immediate business results through automated stakeholder collaboration. Oracle offers a streamlined upgrade service offering leveraging best-in-class methodology, tools, and resources to help ensure your implementation success and accelerate time-to-value of the new Siebel product suite capabilities.

Upgrade Considerations

There are several areas to consider as you examine your upgrade options including application functionality, technological enhancements, operational considerations, user support and change management, and ongoing support availability.

Functional Capabilities – In considering an upgrade, most organizations begin with a critical assessment of the new capabilities and enhancements against existing features to assess the value to be gained through investment of time and resources.

Technological Enhancements – Technical infrastructure requirements are legitimate points of consideration as you evolve your application upgrade strategy including: client architecture, application server, web services, customizations, database options, and various hosting options.

User Support and Change Management – Change management is a critical component of the upgrade process to ensure that your project obtains optimal user adoption as it is upgraded and deployed.

Upgrade Service Offering Details

In providing the Siebel Upgrade service offering, Oracle will work with the customer to address the following areas:

- **Assessment** – Assess the current hardware & software environment, customizations, extensions, modifications, localizations, and any interfaces and provide recommendations to eliminate customizations using standard functionality. Oracle will also suggest an overall time and cost estimate for the upgrade project.
- **Strategy Development** – Develop the overall upgrade strategy. This process will include developing project vision, project management approach, methodology, instance strategy, testing strategy, and backup and recovery strategy.
- **Functional Planning** – Develop the overall upgrade project functional impact, user communication, training, change management, and risk mitigation plan.
- **Functional Upgrade** – Understand the current customizations required and new functionalities to be incorporated as part of the new release.

UPGRADE SERVICE CAPABILITIES

- Assessment
- Planning
- Functional and technical upgrade
- Testing
- Change management
- Support services

- **Technical Upgrade** – Complete a pure technical upgrade of existing environment including Siebel DB Schema, Merge Repository, and Siebel DB Custom Schema.
- **Testing Services** – Prepare necessary custom testing scripts that leverage standard testing procedures and incorporate regression testing.
- **Training and User Change Management** – Determine the best approach for assessing user process impact and defining communication plans as well as to advise on necessary training and change management considerations.
- **Go-Live and Ongoing Support** – Determine the optimal level of support necessary to maintain user service efficiency during go-live period. In addition, advice on complementary support services can be provided.

Project Resources and Major Deliverables

The Siebel Upgrade project will require dedicated customer involvement as the team produces, reviews, and approves the following major deliverables:

- Functional upgrade workshop and plan
- Technical upgrade workshop and plan
- Process Design Document
- Training and Change Management Plan
- Upgraded database
- Test script and results
- Tested and approved Siebel Repository File

The customer will need to engage their own resources for integration with external applications, configuration of new functionality, user training, data extraction and conversion, ongoing application support, multi-language support.

Getting Started

Leverage Oracle's methods, tools, and extensive experience with customer implementations across diverse industries and geographies. Tight integration across Consulting, Development, Support, Education, and Global Delivery puts the entire Oracle team behind your success. To learn more, contact your local Oracle Consulting representative at 1-800-633-0615, email ask-oracleconsulting_us@oracle.com, or visit www.oracle.com/consulting.

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ORACLE CONSULTING DIFFERENTIATORS

- Oracle Expertise in delivering best practices using standardized methodology, process, tools, and resources
- Breadth of Services for Your Needs to integrate functional, technical, and change management services necessary for optimal user adoption
- Aligned with Your Goals with a cost-effective and comprehensive upgrade solution resulting in project success