

AXEDA SERVICELINK INTEGRATION WITH SIEBEL CRM 8.0



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Axeda ServiceLink

On-demand remote service for a new generation of smart services.

Company Overview

Axeda Corporation enables a new generation of smart services by delivering on-demand remote service solutions to the world's leading manufacturers, including Cardinal Health, EMC, and Siemens. The award-winning Axeda ServiceLink on-demand solution enables companies to offer proactive service and support, driving optimal uptime at the lowest possible cost.

Integration Overview

As performance-based supply chains force companies to replace product-focused execution routines with customer-centric business models, service operations are becoming the new profit centers for today's global manufacturers. But with contracts mandating aggressive asset-readiness targets, the pressure to deliver proactive support and real-time diagnostics for rapid repairs is intensifying.

Axeda on-demand remote service software captures live, up-to-date information from remotely deployed assets and adds intelligence to business processes. For example, detected product faults can automatically generate service requests in Oracle's Siebel Customer Relationship Management, dispatching field technicians with detailed information on required repairs. Moreover, usage data can be captured and applied to eliminate error-prone manual steps and reduce process time delays from months to minutes.

Axeda ServiceLink integration with Siebel CRM enables you to

- Automate business processes and eliminate error-prone, data entry tasks
- Collect real-time data for pay-per-use billing models
- Increase the effectiveness and responsiveness of your supply chain
- Connect to enterprise systems with industry-standard integration technology

Integration Details

Axeda ServiceLink integrates with Siebel CRM to deliver real-time monitoring, management, and data collection from connected assets. Leveraging this combined functionality, manufacturers can remotely troubleshoot, diagnose, and correct issues more quickly, accurately, and cost-effectively than ever before.

INTEGRATED WITH



SIEBEL CUSTOMER
RELATIONSHIP MANAGEMENT

Through the Oracle PartnerNetwork Application Integration Architecture for Partners Initiative, partners with validated integrations are able to provide customers with standards-based product integrations, tested and validated by Oracle. Customers benefit from improved risk management and smoother upgrade capability, leading to a lower total cost of ownership and greater overall satisfaction.

Availability

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Axeda ServiceLink can manage and track activities to resolve a problem on an asset. Powerful business intelligence capabilities enable users to organize, view, schedule, and distribute reports or dashboard views of this activity. You can use this information to report on performance, service-level agreements, compliance, and operational metrics with drill-down capabilities into the supporting detailed data.

Axeda ServiceLink integration with Siebel CRM

- Provides a real-time connection to better integrate asset intelligence, such as configuration and status, with the Siebel application
- Automatically creates and prepopulates Siebel CRM service requests with detailed customer and equipment information and detailed problem information
- Captures and audits activities for regulatory and internal compliance reporting
- Designed to use Business Process Execution Language (BPEL) processes and service-oriented architecture



Support

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Axeda ServiceLink integrates remote service capabilities with Siebel CRM to enhance service operations.

Environment

Axeda Environment

Axeda ServiceLink 5.3

Oracle Environment

Oracle's Siebel CRM 8.0

Oracle Fusion Middleware 10.1.3.0

MS SQL 2005 database

For additional information about partnering with Oracle, please contact opninfo_us@oracle.com or visit www.partners.oracle.com

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