

INFORMATION INFORMS

Unlock the Value of the Industry's Leading CRM Solution



ORACLE
ON DEMAND

Imagine getting the comprehensive and strategic CRM capabilities of Oracle's Siebel CRM, managed by Oracle CRM experts. Imagine a solution that supports rapid growth while helping you provide great customer service. Imagine Oracle On Demand for Siebel CRM.

"Roll's strategy for supporting its multiple lines of business is enabled by Oracle On Demand. It's a strategic relationship, where Oracle provides software and the services to support and manage our solutions, and we realize the vision for our company faster, at lower cost, and with less risk."

Frances Carlson
Sr. Manager, IT Operations
Roll International

Let Oracle Take Charge

Conserve your capital resources by letting us host and manage your Siebel CRM solution onsite, at a partner's site, or at the Oracle data center. We provide you with unparalleled service that includes high availability, true scalability, robust security, constant monitoring, and rapid disaster recovery.

It's tough out there. So you've set some aggressive growth goals. And you know you'll have to push your sales, marketing, and customer service organizations hard to achieve those goals.

You need the comprehensive and strategic customer relationship management (CRM) capabilities of Siebel CRM. But you also need an efficient and cost-effective way to manage CRM and Oracle technology over the long term. You need Oracle On Demand for Siebel CRM.

With Oracle On Demand for Siebel CRM, you can

- Maximize business results with the comprehensive and innovative sales, marketing, and service functionality of Siebel CRM, the industry's leading CRM solution
- Free yourself from day-to-day monitoring, maintenance, updates, and software management chores
- Dramatically lower operational risks through Oracle On Demand for Siebel

CRM's world-class availability, scalability, reliability, and security

- Reduce the total cost of ownership (TCO) of providing leading CRM capabilities to users throughout your enterprise, no matter where in the world they are located
- Retain control over your mission-critical applications while transferring hosting and application management activities to Oracle and Siebel CRM experts

Recognize and seize market opportunities. Identify your best prospects and turn them into customers. Boost sales. Increase market share. And nurture the kind of customer satisfaction and loyalty that directly contributes to higher profitability. Oracle On Demand for Siebel CRM enables all this, and more.

Get the Right Information at the Right Time

To achieve your ambitious growth objectives, you need to drive more effective and efficient

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Fact: More than 4,000 customers and 4.2 million deployed users depend on Siebel CRM as their mission-critical CRM solution.



marketing and sales operations. At the same time, you must provide stellar service.

Understanding your customers is key to achieving all this. Effectively managing your relationships with them is critical to the success of your business.

Siebel CRM is the solution you need. With it, customers get a consistent experience every time they interact with your organization. Oracle's Siebel CRM applications provide you with the power and flexibility to get the right information to the right person at the right time.

Gain a Competitive Edge

With Siebel CRM, you get total visibility into customer behavior throughout the customer lifecycle—from initial contact through after-sales support. And the comprehensive functionality, flexibility, and scalability of Siebel CRM, coupled with Oracle Business Intelligence Enterprise Edition, helps you keep a pulse on your business in real time and ensures you'll be able to quickly react to changes in market direction, and support even the most complex business model without worrying that the technology you've installed will limit you.

Reduce Risk and Total Cost of Ownership with Oracle On Demand

But even though you know that Siebel CRM can help you achieve your strategic goals, you need to implement it in a way that doesn't put undue strain your IT budget and resources.

Your existing staff may not have the expertise to deal with a large-scale software implementation. Experienced IT personnel who know your business are difficult to find—and costly.

Likewise, your existing IT infrastructure can't provide the kind of availability, scalability, security, and disaster recovery capabilities a mission-critical application requires. And instead of spending money on additional infrastructure, your business would rather invest its capital in other, higher priority initiatives.

With Oracle On Demand for Siebel CRM, you can accelerate sales, improve marketing, and deliver consistently top-notch customer service. That's why more companies of all types and sizes trust Oracle On Demand for Siebel CRM to centralize vital customer and sales data, and gain real-time snapshots of customer interactions.

Oracle On Demand for Siebel CRM

You get world-class services from Oracle On Demand for Siebel CRM. Among them are the following:

- **Oracle On Demand software delivery.** Achieve operational excellence and reduce TCO. Our software delivery capabilities include infrastructure management, service-level management, security management, software management, and IT governance. And all of this can be easily integrated with your organization's existing processes.

- **IT transformation and migration.** Oracle will assess your current environment, costs, and requirements and provide you with a proven road map for migrating to Oracle On Demand for Siebel CRM.

- **Deep industry expertise.** Oracle On Demand for Siebel CRM is available in 23 different industry editions. No other CRM solution offers such rich industry functionality. By building in industry-specific CRM business processes out of the box, we enable you to slash configuration time and cost while accelerating time to value.

Call Oracle for a Free Assessment

Interested in learning how Oracle On Demand for Siebel CRM can help your business? Call us for a free assessment that will provide you with insight into how to better align IT with your sales, marketing, and service organizations for strategic advantage.

CONTACT US

To learn more, call **+1.866.264.5909** to speak to an Oracle On Demand representative or visit **oracle.com/ondemand**

Outside North America, visit **oracle.com/corporate/contact** to find the phone number for your local Oracle office.