

# ORACLE CONSULTING OFFERING

## Implementation planning of the Siebel Adapter for Oracle Universal Content Management



### AT A GLANCE

- A personalized engagement designed to help you properly plan
- Focus is placed on having the maximum impact on your CRM capabilities
- A tangible, actionable plan to produce results

*In today's information-driven business environment, gaining competitive advantage starts with the ability to get the right information, to the right person, at the right time. Siebel CRM provides business users with a rich set of tools to access and share critical customer data in real-time, but the content that supports business operations — from sales proposals, to service contracts, to marketing briefs — can put business at risk of its not accurate or up-to-date. Oracle Universal Content Management offers an out-of-the-box integration with Siebel CRM to provide comprehensive management of all content across Siebel CRM modules, reducing information silos and enabling quick Web-based access and ease of distribution, so your people have the right information to drive business— whenever, wherever they need it.*

### Overview

This consulting offering is designed to help you plan the implementation of the Siebel Adapter for Oracle Universal Content Management. The engagement will be organized based on two work streams. For the first work stream, we will work with you to address your business requirements and high-level project planning, while the second work stream will focus on the IT aspects of the implementation. The implementation plan will cover either a basic implementation scope or an expanded scope that is tailored to your business needs, budget, resources, and timeline.

### Basic Implementation Plan Scope

Basic implementation plan provides solutions offered by the out-of-the-box UCM-Siebel integration with moderate customizations:

- UCM-Siebel Integration hardware and software architecture
- Customized metadata models and profiles tailored to your organization's specific content management needs.
- Customized security model that meets your organization's CRM business requirements as well as other content management requirements through user/group/role management, document access controls, document tracking and auditing.
- Security integration design between UCM application, Siebel application and third party security providers your organization uses.

- Basic document conversion for Siebel application.
- Content centric workflow design
- Comprehensive content migration strategies for smooth content migration from Siebel native file system or other legacy content repositories to UCM repository.

**Expanded Implementation Plan Scope**

Expanded Implementation leverage the functions of other Oracle product stack to provide more value added solution:

- Help leveraging Oracle Universal Records Managements product for meeting record compliance requirements
- Provide seamless integrating with Oracle Document Capture solutions to automatically capturing document images relating to CRM business processes.
- Integration with BPEL process management to suite your organization’s high-end workflow needs.
- Provide solutions for integration with other oracle product stacks such as Oracle WebCenter, Oracle portal, Oracle Web Content Management.
- Provide solution for any other third party systems integration such as desktop applications

**Scope of the Offering**

While the duration and exact activities may vary according to an organization’s unique objectives, a typical scope designing engagement schedule is 2 weeks while expanded scope designing engagement can last longer. Oracle will assign a content management business consultant and architect to the engagement.

**Week 1:** We will work with your business to achieve the following objectives:

	<b>Objectives</b>	<b>Key Client Attendees</b>
<b>Day 1</b>	Assess the as-is state of your CRM department’s ability to share critical customer data in real-time	Executive Sponsor Client Project Manager Business Users/Experts
<b>Day 2</b>	Document the key performance indicators of the as-is state which will be used as a baseline to derive ROI after the solution has been deployed	Client Project Manager Business Users/Experts
<b>Day 3-4</b>	Functional requirements gathering and documenting	Client Project Manager Business Users/Experts
<b>Day 5</b>	Present findings	Executive Sponsor Client Project Manager Business Users/Experts

**Week 2:** The second work stream will focus on the IT aspects of the implementation. We will work with IT to achieve the following objectives:

	<b>Objectives</b>	<b>Key Client Attendees</b>
<b>Day 1</b>	Assess the as-is state of your IT infrastructure as it relates to the content placed in scope	Client Project Manager Infrastructure Admin Application Admin Network Admin Data Architect / DBA
<b>Day 2-3</b>	Design and document physical architectures and application architectures. Outline high-level design considerations such as: <ul style="list-style-type: none"> <li>• Sizing</li> <li>• Performance</li> <li>• Availability</li> </ul>	Client Project Manager Infrastructure Admin Application Admin Network Admin Data Architect / DBA
<b>Day 4</b>	Perform a fit/gap assessment using the detailed functional requirements to determine the technical design and build implementation tasks such as: <ul style="list-style-type: none"> <li>• Metadata</li> <li>• Security</li> <li>• Workflow</li> <li>• Integration(s)</li> <li>• Content Conversion and Migration</li> </ul>	Client Project Manager Application Admin
<b>Day 5</b>	Present findings and go forward plan	Client Project Manager Executive Sponsor

### **Key Benefits**

The Siebel Adapter for Oracle Universal Content Management drives value proposition from integrating Enterprise Content Management solution into your Siebel application. Engaging Oracle Consulting for planning the implementation will allow you to leverage Oracle's deep product expertise and best practices on both UCM and Siebel products.

This consulting offering allows you to take a phased approach and lay the groundwork for continued CRM-Content Management application integration by providing:

- A solid foundation for future development by following leading Content Management-Siebel integration best practices
- Predictable implementation cost and timeframe to help you stay on budget
- Faster return-on-investment through on-time project delivery, reduced total cost of ownership, and minimized risk
- Reduced implementation complexity by leveraging experienced consultants, well defined scope; a proven methodology; and product expertise

### **How We Are Different**

The Oracle Consulting team is focused exclusively on Oracle Technologies. We have the experts that others turn to for leading practices in Oracle software implementations. We know the Oracle stack better than any other group and will provide your business with tightly

integrated, comprehensive, superior services throughout your ownership experience.

### **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](mailto:ask-oracleconsulting_us@oracle.com), or visit [www.oracle.com/consulting](http://www.oracle.com/consulting).

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