

OPENSAN, INC.

OpenSpan 4.5 Validated Integration with Oracle's Siebel Customer Relationship Management Release 8.1.1



A Leader in User Process Management

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OpenSpan is deployed together with Oracle's Siebel Customer Relationship Management on more than 40,000 desktops worldwide.

Company Overview

OpenSpan user process management software is used by global 2000 enterprises to improve overall user productivity. OpenSpan is used as part of the business improvement process where enterprises monitor exactly what users do within applications, analyze inefficiencies and compliance risks, and automate manual processes that save enterprises time and money. OpenSpan is deployed with Oracle's Siebel Customer Relationship Management (CRM) on more than 40,000 desktops.

Integration Overview

OpenSpan Release 4.5 is an ideal companion for Oracle's Siebel CRM Release 8.1.1 because it enables enterprises to enhance the productivity of their CRM users.

OpenSpan technology can rapidly integrate Siebel CRM with other cloud or on-premise applications and automate manual workflows that span these applications.

OpenSpan Release 4.5 integration with Siebel CRM Release 8.1.1 helps to:

- Automate workflows between Siebel CRM Release 8.1.1 and other enterprise applications
- Automate workflows within Siebel CRM Release 8.1.1
- Improve user processes by monitoring and analyzing how users interact with Siebel CRM Release 8.1.1 and other desktop applications
- Ensure business process compliance



Validated Integration

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.

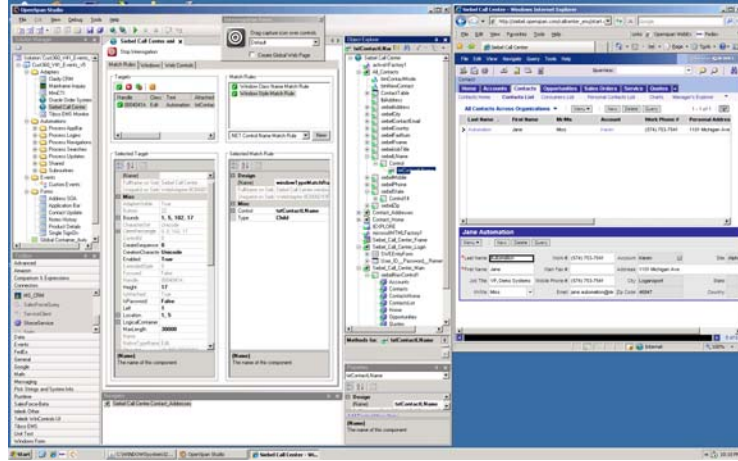
Integration Details

OpenSpan Release 4.5 features a highly advanced injection technique that leverages the interaction between software applications like Oracle's Siebel CRM and the underlying Windows operating system. This enables you to control applications accessible to the business user. Functionality within applications can now be accessed by other applications and included as part of workflow automation. OpenSpan Release 4.5 extends Oracle's task-based UI to enable the integration of Siebel CRM Release 8.1.1 with applications accessible to a Windows desktop. With OpenSpan Release 4.5 you can build workflow automations that can trigger or be triggered by user activity or events on the desktop, including interoperability with Oracle's Siebel CRM task-based UI. OpenSpan Studio is the highly intuitive visual design environment within OpenSpan

Availability
openspan.com/community

Release 4.5. It enables enterprises to monitor and collect user events and rapidly build automation solutions to improve the productivity of business users. Open Studio is available as a free download.

Support
openspan.com/community



A depiction of Oracle's Siebel CRM Release 8.1.1 under interrogation in the OpenSpan Studio environment.

Environment

OpenSpan Environment

- OpenSpan, Release 4.5 (OpenSpan Events monitoring module)
- Oracle Database 11g

Oracle Environment

- Oracle's Siebel Customer Relationship Management Release 8.1.1
- Oracle Database 11g

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

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