

# TRILLIUM SOFTWARE

## TS Connector for Siebel Validated Integration with Oracle's Siebel Customer Relationship Management Release 8.1.1



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*Manage global data quality with certainty across your enterprise*

*Discover, develop, deploy, and manage international information within Oracle's Siebel Customer Relationship Management*

### Company Overview

Be certain that your information is reliable and available to manage your business. Trillium Software solutions and services bring certainty to your customer, product, financial, and supplier information. The Trillium Software System® enables the business teams who understand the data and the IT teams who manage it to control, quantify, and manage all data conditions. The collaborative and intuitive environment helps organizations discover and visualize data anomalies, develop reusable remediation policies, test business rule policies and data quality processes, and deploy them across the enterprise.

### Integration Overview

To ensure the highest level of data quality within Oracle's Siebel Customer Relationship Management (CRM), companies need to improve data integrity, remove duplicate data, and make certain data is fit for purpose. The TS Connector for Siebel supports the integration of Trillium Software data cleansing and standardization capabilities within Oracle's Siebel CRM Release 8.1.1. This solution provides comprehensive, global data cleansing and matching services through the Oracle Data Quality Universal Connector.

### Integration Details

The Oracle Data Quality Universal Connector allows Trillium Software to offer one product that integrates with Oracle's Siebel CRM and Oracle's Siebel Universal Customer Master applications. Trillium Software interfaces through Oracle's Data Quality Universal Connector API to initiate data quality processes.

To enable the Oracle Data Quality Universal Connector and Trillium Software integration, users invoke the administration data quality view in Siebel CRM to configure parameters and map data fields. Whenever a record is committed to the database, a real-time request for cleansing and/or matching is automatically submitted to the data cleansing or deduplication business service. This in turn invokes a processing request to the TS Connector for Siebel CRM Release 8.1.1.



### Validated Integration

Siebel Customer Relationship Management

**Through the Oracle PartnerNetwork, 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

Trillium Software regional office locations:

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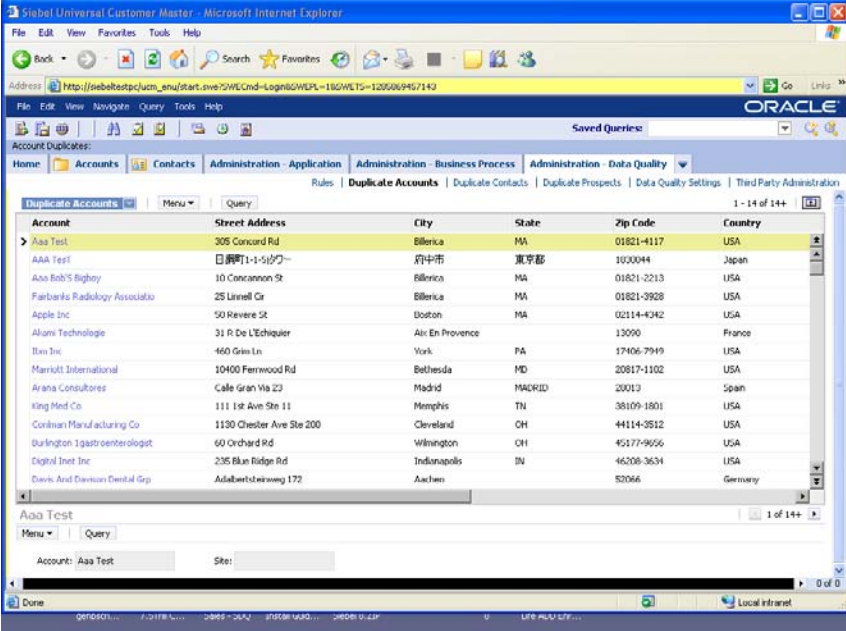
## Support

Tel: 1.978.901.0000

[www.trilliumsoftware.com](http://www.trilliumsoftware.com)

Feature-rich data cleansing and matching services include:

- **Real-time** and batch data quality processing
- **Global**, out-of-the-box capabilities to interpret, standardize, validate addresses, and deduplicate customer information
- **Multi-byte** and single-byte cleansing and matching
- **Easily supportable integration** to reduce future upgrade effort
- **Unified platform** that automates discovery of data issues and lets users control consistency of data quality standards and processes
- **Reusable data quality services** that provide a consistent foundation for enterprise data quality



The screenshot shows the Siebel Universal Customer Master application interface. The main window displays a table titled 'Duplicate Accounts' with the following columns: Account, Street Address, City, State, Zip Code, and Country. The table contains 14 rows of data, including entries for 'Aaa Test', 'AAA Test', 'Aaa Bob's Bigboy', 'Fairbanks Radiology Associates', 'Apple Inc', 'Alami Technologie', 'Tnn Inc', 'Marriott International', 'Arana Consultores', 'King Med Co', 'Cordian Manufacturing Co', 'Burlington Gastroenterologist', 'Digital Invest Inc', and 'Dawk And Davison Dental Gp'. The 'Aaa Test' entry is highlighted in yellow. The application is running in a Microsoft Internet Explorer browser window.

Account	Street Address	City	State	Zip Code	Country
> Aaa Test	305 Concord Rd	Billerica	MA	01821-4117	USA
AAA Test	東京都1-1-5(少)	京中市	東京都	1000044	Japan
Aaa Bob's Bigboy	10 Concannon St	Billerica	MA	01821-2213	USA
Fairbanks Radiology Associates	25 Linell Cir	Billerica	MA	01821-9928	USA
Apple Inc	50 Revere St	Doston	MA	02114-4342	USA
Alami Technologie	31 R De L'Equiper	Aix En Provence		13090	France
Tnn Inc	460 Gray Ln	York	PA	17406-7949	USA
Marriott International	10400 Fernwood Rd	Bethesda	MD	20817-1102	USA
Arana Consultores	Calle Gran Via 23	Madrid	MADRID	20013	Spain
King Med Co	111 1st Ave Ste 11	Memphis	TN	38109-1801	USA
Cordian Manufacturing Co	1130 Chester Ave Ste 200	Cleveland	OH	44114-3512	USA
Burlington Gastroenterologist	60 Orchard Rd	Wilmington	OH	45177-9056	USA
Digital Invest Inc	235 Blue Ridge Rd	Indianapolis	IN	46208-3634	USA
Dawk And Davison Dental Gp	Adelbertstrasse 172	Aachen		52066	Germany

Trillium Software identifies duplicates as real-time customer information is entered into Oracle's Siebel CRM Release 8.1.1 application.

## Test Environment

*Trillium Software Environment*

Trillium Software System version 13

TS Connector for Siebel

*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](mailto:opninfo_us@oracle.com) or visit [partners.oracle.com](http://partners.oracle.com).

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