

ORACLE CONSULTING FUNCTIONAL UPGRADE SERVICE FOR SIEBEL

GET STARTED WITH YOUR FREE CEMLI BENCHMARK AND ANALYSIS TODAY!

KEY FEATURES

- Engineered-to-Order
- Upgrade Factory Approach
- Unparalleled Experience
- Reduced Costs
- Accelerated Timelines
- Fixed Deliverables
- Coordinated Communication
- Risk Mitigation

KEY BENEFITS

- With over 1,500 successful upgrade projects, Oracle Consulting can accelerate time-to-value of Agile, Oracle E-Business Suite, JD Edwards EnterpriseOne, JD Edwards World, PeopleSoft and Siebel applications.
- Oracle Upgrade Factory consolidates years of expertise into automated processes to lessen demands on your IT staff. The benefits from this approach include:
 - Reduced downtime by 30 percent
 - Reduced upgrade project cost by 30 to 50 percent
 - Reduced post-live issues by 54 percent
 - Accelerated project timeline by up to 30 percent

Is the effort and risk of upgrading your Oracle Applications holding your organization back from benefiting from the latest technology advances?

By keeping your software investments current with the latest release, your organization benefits from the most up-to-date applications and features and allows you to keep pace in today's competitive marketplace. Unparalleled in the industry because of our commitment to customer satisfaction throughout the entire lifecycle, Oracle Consulting delivers engineered-to-order solutions that include best-in-class methodology and comprehensive solution expertise combined with an upgrade factory approach that simplifies and reduces risk in the application upgrade process.

Upgrade Considerations

There are several areas to consider as you examine your upgrade options, including application functionality, technological enhancements, operational considerations, user support and change management, and ongoing support availability. As a result of our commitment to customer satisfaction across the entire solution, Oracle consultants are the experts others turn to for advice on Oracle software solutions. Our tight integration to Oracle Development gives Oracle Consulting early access to the latest features and essential net change guides saving your organization both time and costs. In addition, Oracle's years of upgrade expertise, allows your organization to take advantage of business process guides, configuration guides, reusable test scripts, reusable project asset repositories, and Oracle productivity tools that will allow you to save time and money on your next application upgrade. With over 1,500 successful upgrade projects delivered with a strong focus on your organizations upgrade objectives – the entire Oracle team stands behind your upgrade success.

Functional Upgrade Service Details

Oracle Functional Upgrade Service provides a rapid and cost-effective upgrade to the latest version of Oracle applications, while focusing on delivering enhanced business value through adoption of new capabilities, improvements in business processes, and TCO reduction through rationalization and elimination of existing customizations. Our highly-flexible approach provides specialized skills and deep product knowledge to maximize the business value achieved through the functional upgrade process.

- **Upgrade Project Planning** – Develop the overall upgrade strategy. This process will include developing project vision, project management approach, methodology, instance strategy, criteria for adoption of new release enhancements, testing strategy, options for end user training and go live support.
- **Functional Upgrade Evaluation** – Understand the current customizations, identify new functionalities to be incorporated to drive increased business value as part of the new release, and emphasize customization reduction through process improvement or adoption of standard functionality.
- **New Release Setups** – Provide setup and configuration assistance of the new

WHY ORACLE CONSULTING

- **Leading Expertise:** Oracle's own experts providing thought leadership for every Oracle solution
- **Broad Coverage:** "End-to-end" lifecycle services across the entire Oracle product footprint
- **Global Scale:** 17,000 Oracle experts in 145 countries, serving over 20 million users
- **Unified Methodology:** Based on industry standards, high quality results across complex projects
- **Flexible Delivery:** Onsite, offsite, and offshore, along with innovative solutions

application's release features that are now available with the new release.

- **Technical Upgrade and CEMLI Services** – Provide Technical Upgrade with CEMLI retrofit along with the most up-to-date applications and features.
- **User Learning and Adoption** – End-user learning is a critical component of the upgrade process to ensure that your project obtains optimal user adoption as it is upgraded and deployed.

Scope of the Offering

Oracle Consulting works jointly with your team to produce the following major deliverables:

- Functional Upgrade Workshop and Plan
- Process Design Document
- New Feature Setups and Configuration Document
- Training and User Adoption Plan
- Upgraded and tested Oracle Applications' environment

Oracle Consulting offers a full service upgrade option that can be customized and augmented to meet all of your upgrade requirements. Our best practices, templates, tools and delivery mechanisms are packaged into discrete services that can support the full project lifecycle and can be used independently, in combination with your own resources, or bundled together for optimal effectiveness:

- **Oracle CEMLI Benchmarking and Analysis Service** – Using our CEMLI Benchmarking Tools, evaluates your organization's application CEMLI complexity score to understand your organizations customizations, how you rank against your peer groups and identifies target areas for customization reduction.
- **Oracle Upgrade Assessment and Roadmap** – Delivers an interactive, solution-based session to explore upgrade options and evaluate readiness. Includes an in-depth review of the existing application footprints, customizations, infrastructure, and business processes.
- **Oracle CEMLI Assessment** – Using our CEMLI Analysis Tools, assesses the current software environment including configurations, extensions, modifications, localizations, as well as any interfaces and provides recommendations to eliminate customizations using standard functionality. Conducts a CEMLI upgrade impact analysis to determine what customizations will be impacted by the upgrade.
- **Oracle CEMLI Upgrade Service** – Leveraging our Upgrade Factory approach, analyzes impact of upgrade on customizations to determine the customizations that can be removed during the upgrade process. Provides support for CEMLI retrofit activities during upgrade project and supports the upgraded CEMLI during system test and user acceptance testing.
- **Oracle Technical Upgrade Service** – Using our Upgrade Factory approach and upgrade labs, completes a pure technical upgrade of the existing Oracle applications environment to the latest release. Assists your team with an initial trial upgrade as well as provides support for multiple test upgrade iterations including the final move to production.
- **Oracle Expert Services for Upgrades** – Highly-flexible and designed to work with your staff and partners, Oracle experts help organizations get to the latest technology with the necessary skills, at the right time, in support of product upgrade activities.

- **Oracle Solution Modernization** – Helps organizations maximize their return on investment in Oracle applications by taking full advantage of existing applications features and functionality and by extending current solutions with additional capabilities either as part of an upgrade or new implementation.

How We Are Different

The Oracle Consulting team is focused exclusively on Oracle Technologies, and we have the experts that others turn to for leading practices in Oracle hardware and software implementations. We know how to best optimize your investment in Oracle products and can 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, or visit www.oracle.com/consulting.



Oracle is committed to developing practices and products that help protect the environment

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Hardware and Software, Engineered to Work Together