

ORACLE SOLUTION MODERNIZATION SERVICE FOR SIEBEL

MAKE THE MOST OF YOUR APPLICATION INVESTMENT!

KEY FEATURES

- Business Driven Roadmap Approach
- Expertise Across All Oracle Products
- Leverage Proven Oracle Tools and Methods
- Aligned with Oracle Product Direction
- Value Focused

KEY BENEFITS

- Improved Business / IT Goal Alignment
- Improved Communication between IT and Business
- Value Based Initiative Prioritization
- Creates a Baseline for Responding to Business Changes

Oracle Consulting can help maximize your return on investment from Oracle applications and technologies. The Oracle Solution Modernization Service identifies business value through optimization of existing application usage, expanding business capabilities, and by reducing technology complexity. With expertise that spans the entire Oracle product portfolio, Oracle Consulting is uniquely capable of assisting your organization with establishing an actionable roadmap that creates value for your entire organization.

Solution Modernization Considerations

Information Technology often loses its importance as a key contributing success factor in an organization's strategic objectives because it's often considered a function within an organization that is not key to achieving business objectives. Oracle Solution Modernization Service helps your IT organization address a broad range of challenges that impact your organizations ability to consistently create value. For example:

- Adopting the latest advances in technology
- Upgrading or migrating your application and technology platform
- Transitioning capabilities to the cloud
- Integrating an acquisition
- Establishing new business capability
- Standardizing processes
- Consolidating operations
- Aligning with Oracle product direction
- Reducing complexity of IT applications and technology

Understanding and defining the gap between your organizations business strategy and objectives and your current processes and IT capabilities to address these gaps is the basis for establishing the scope of initiatives and priorities for the Oracle Solution Modernization Service. Oracle Consulting has a proven approach and a broad range of tools to efficiently develop a modernization roadmap that establishes a clear linkage to business objectives and your organizations IT strategy. The modernization roadmap is the baseline for planning and prioritizing the impact of future business events on your IT capabilities.

Modernization Roadmap Service Details

The Oracle Solution Modernization Service is conducted by a team of Oracle Consulting experts in collaboration with your business leaders and IT organization in a workshop based engagement. The approach encourages active participation from all teams and is designed to break through traditional organizational traps and to gain buy-in to the roadmap results.

Scope of Service Activity

WHY ORACLE CONSULTING

- **Leading Expertise:** Oracle's own experts providing thought leadership for every Oracle solution.
- **Global Scale:** 17,000 Oracle experts in 145 countries, serving over 20 million users.
- **Oracle Expertise in enabling best practices** using standardized methodology, process, tools, and resources.
- **Breadth of Services for Your Needs** to integrate functional, technical, and user adoption requirements.
- **Aligned with Your Goals** for a comprehensive and cost-effective assessment solution.

Business Objectives Understanding – Establishing an understanding of your organization's business strategy, objectives, and performance improvement goals is the foundation for the roadmap. Through interviews and executive sessions, this activity quickly identifies and gains alignment on a common set of business objectives for moving forward.

Current State Analysis – This activity identifies the root cause barriers to achieving business objectives. Through a series of structured, process focused workshops, Oracle Consulting assesses your current process, organization, and information technology implementation. The resulting 'heat map' identifies those critical capabilities that must be transformed to achieve business objectives.

Solution Scope and Charters – The Solution Scope and Charter activity uses Oracle's enterprise reference architecture and process framework to translate the 'heat map' capabilities to the target processes and applications necessary to enable business objectives. These workshops assess the fit of potential solutions and best practices with business need. Additionally, these workshops identify the key drivers of business benefit. Roadmap initiatives are identified and charters developed, including initiative objectives, scope, solution elements and expected benefits.

Prioritization and Value Analysis – Assessing the strategic alignment, potential cost and benefits of initiatives provides the basis for prioritization. Oracle Consulting leverages our best in class tools to establish the relative value of proceeding with initiatives.

Roadmap Development – Developing an actionable roadmap requires an understanding of business and technology interdependencies, readiness and risk. Oracle Consulting's experience with successful multi-year program execution provides the understanding necessary to establish a relevant, living and actionable roadmap.

Risk Considerations – Effectively adopting a roadmap requires an understanding and strategy for managing the risks that are unique to the organization. Oracle Consulting will help you identify those risks and provide proven strategies for recognizing and managing risks before they impact your progress.

Upgrade Service Portfolio

Oracle Consulting offers a full service upgrade portfolio 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 Functional Upgrade Service** – Utilizing our Upgrade Factory approach, reviews existing, interfaces and configurations to compare against new release applications and technology. Extends functionality, enables reduction of customizations and interfaces reducing TCO and promoting standardization. Develops an overall functional upgrade strategy, understands the current customizations required and new functionalities to be incorporated as part of the new release, provides setup and configuration assistance of the new application’s release features and user learning and adoption.
- **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.

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