ORACLE® | SIEBEL®

GUIDE TO SERVICES | For Siebel Customers and Partners

ORACLE®

Welcome.

We look forward to serving you by continuing to support your Siebel investments.

In the meantime, please continue to use the same support channels you've been using. This brochure will tell you about additional Oracle services that you may find useful in the future.

With Oracle and Siebel together,
it's always all about the customer.

As Oracle and Siebel combine, rest assured that you have the system support and continuity your business requires. You will have continued access to the same support people, systems, and infrastructure that you relied on with Siebel. Oracle intends to deliver the same or better support as your Siebel developers and support professionals join a strengthened Oracle Support team. Expect a seamless transition.

For now, continue to use the same support channels you have been using, whether online or by phone. Support phone numbers and Web site links remain the same. You can count on us to communicate new developments to you, well in advance of changes.

Oracle is the first enterprise software provider to receive certification under the J.D. Power and Associates Certified Technology Service and Support (CTSS) Program. This prestigious certification reflects that Oracle customers are backed by one of the highest levels of support in the industry—Oracle Premier Support.*

SIEBEL GENERAL SUPPORT

Online at Siebel Support Web
https://ebusiness.siebel.com/supportweb/

Email
support@siebel.com

Customer Support phone access
800-214-0400

* J.D. Power and Associates Certified Technology and Support Program℠, developed in conjunction with the Service & Support Professionals Association (SSPA). For more information, visit **www.jdpower.com** or **thesspa.com**.

Expect the best with Oracle's award winning Support.

We understand the critical role that training plays in your applications strategy, and assure you that Siebel classes and services will continue to be delivered without interruption.

As we bring these world-class organizations together, education customers across all lines of business will see an increase in available training offerings, locations, and change management services. Oracle University looks forward to communicating many exciting new developments to you in the coming weeks.

Each year, Oracle University trains more than 600,000 customers in 70 countries.

ORACLE EDUCATION

Oracle Instructor-Led Classroom Training
Train in an Oracle classroom.

Private Customer Training Events
Private events that meet the specific needs of your teams and end-users.

Oracle University Online Library
Oracle's self-paced learning environment available anywhere, anytime.

Oracle Certification Program
The industry-recognized benchmark for professional expertise.

To find out more about Oracle University go to:
www.oracle.com/education

Oracle user groups are independent communities of Oracle professionals, providing dynamic forums for sharing information and expertise to improve the customer experience. User groups are an important channel for consistent, direct communication from Oracle on breadth of products, services and solutions, from strategic messages to development updates.

In turn, our user groups provide us with critical information about customer needs, from business process improvements to technical recommendations. User groups create value for our customers—and are essential to our commitment to customer satisfaction.

We encourage all our new Siebel customers to become involved with our independent user groups. Please refer to the directory below to find out more about the user group that will most closely meet your needs.

ORACLE GLOBAL USER GROUPS

International Oracle Users Council
www.iouc.org
An internationally active voluntary organization representing the interests of the affiliated user groups, and promoting best practices worldwide.

Oracle Applications Users Group
www.oaug.org
A global association helping Oracle users enhance productivity, maximize value, and influence Oracle applications. The group's CRM professional community will be expanded to include Siebel customers.

Quest International Users Group
www.questdirect.org
Focused on JD Edwards EnterpriseOne and World and PeopleSoft Enterprise users, but open to any interested Oracle customer.

Independent Oracle Users Group
www.ioug.org
Empowering Oracle database and development professionals with information, education, networking, and advocacy.

Oracle Development Tools User Group
www.odtug.com
Providing networking, communication, and education for users of Oracle development tools.

Higher Education User Group
www.heug.org
Members collaborate to meet the unique challenges of implementing and maintaining solutions in Higher Education institutions.

EMEA Oracle User Council
www.eouc.org
The independent communication channel in Europe, the Middle East, and Africa for the Oracle customer community.

Asia Pacific Oracle User Council
www.apouc.org
The independent communication channel in Asia Pacific for the Oracle customer community.

To find out more about Oracle user groups, go to **www.oracle.com/ technology/community/user_groups**

CUSTOMER PROGRAMS | SUPPORTING YOUR SUCCESS

Customer success is at the heart of our approach to business, and you can be assured that you will receive the same high level of service and support you have come to depend on with Siebel. Working in concert with your account team, support staff, and other contacts, our customer programs help you succeed with a range of services that help us understand your opinions, support your goals, and celebrate your success.

Your feedback guides our decisions about product direction and business practices, and we know that our careful attention to your questions and concerns is critical to the success of the combined companies. We look forward to working with you.

Customer care is at the heart of our approach to business.

ORACLE GLOBAL CUSTOMER PROGRAMS

Customer Feedback
Your responses to customer surveys guide our planning and decision-making.

Customer Forums
Executive Sponsorship Program, CIO Advisory Board, Industry and Product Strategy Councils and a global network of more than 450 independent user groups strengthen relationships and represent customer needs to Oracle.

Customer Value
We help you measure and increase the business benefits of your software investment.

Customer Referencing & Appreciation
A variety of channels for telling your success story:
- Advertising
- Analyst relations
- Research
- Broadband
- Oracle conferences and events
- Media relations
- Investor relations
- Oracle.com
- Oracle publications

Find out more at **www.oracle.com/customers/gcp/** or e-mail us at **customer_ww@oracle.com**

Whether you're starting a new implementation, increasing your security, or updating to the latest technology, consultants play an important role, working closely with your own team to achieve your goals and keep your company ahead of the competition. You expect experience, excellence, and full accountability. And you expect the best consultants to blend technological knowledge with industry expertise.

Please continue to rely on your current consulting services contacts for ongoing and future assistance with your implementation, optimization, or upgrade.

ORACLE CONSULTING

Oracle Applications: Oracle Accelerators
Predefined business flow templates that significantly reduce the time and cost of your applications implementations.

Oracle Technology: Oracle Information Architecture Services
Services that integrate data across your organization and reduce the duration and cost of your technology implementations.

Increased Performance: Oracle Optimization Services
A portfolio of services that supplement existing IT staff.

Expert Management: Oracle On Demand Services
A team of experts that manage your Oracle software to improve availability, security, performance, and management.

Find out more about Oracle Consulting at
www.oracle.com/consulting

You expect consultants to blend technological knowledge with industry experience.

Partnership with Oracle opens the door for partners, Oracle employees, and our customers to leverage the strengths, competencies, expertise, and industry-leading products and services of a worldwide community of more than 15,000 partners. Partners play a critical role in Oracle's economy and growth strategy. Oracle is committed to solving customer business challenges and delivering the highest levels of value and satisfaction through and with our partners.

The foundation for partners' success with Oracle is Oracle PartnerNetwork, which offers partners a robust business framework, a management portal, an interaction center, a foundation for engagement with Oracle lines of business, and a worldwide ecosystem of partners for collaboration, ensuring a partner experience based on trust and predictability. Through partnership with Oracle, partners gain access to Oracle's premier products for additional growth opportunities, education, technical services, and highly specialized go-to-market engagements, with support from across all lines of business within Oracle.

The synergy created through partnerships serves customers more effectively.

ORACLE PARTNERNETWORK

Together, Oracle and our partners solve customer business challenges through superior solutions and services that deliver the highest levels of customer satisfaction. Find out more at partner.oracle.com.

Global Inquiries
opninfo_us@oracle.com

North America Inquiries
prnmail_us@oracle.com

EMEA Inquiries
opnic_ro@oracle.com

Latin America Inquiries
opnlad_ww@oracle.com

Brazil Inquiries
opn_br_ww@oracle.com

Asia Inquiries
prn-apac_au@oracle.com

CONTACT ORACLE

We are glad to answer any questions you may have about how the combination of Oracle and Siebel will affect you.

US and Canada: 1.800.633.0925

Outside US and Canada: 1.650.633.4490

Contact.oracle@oracle.com

With our joined strengths, we look forward to accelerating innovation and creating value like no one else.

ORACLE®

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