



As an Oracle Partner, ObjectWin is dedicated to delivering innovative and leading-edge solutions based on Oracle applications, and supporting Oracle in the market.

ObjectWin's consultants are experts in implementing and integrating Siebel applications and supporting technologies as part of the overall Enterprise Architecture.

Service Offerings

- Siebel Implementation
- Siebel Upgrade
- Siebel Education Services
- Siebel Integration
- Siebel Development
- Siebel Outsourcing Services
- Siebel Conversion Services
- Siebel Management Services
- Siebel Testing Services

Industry Verticals

- Oil & Gas
- Manufacturing & Distribution
- Retail
- Healthcare
- Government
- Professional Services
- Chemicals
- High-Tech
- Consumer Packaged Goods
- Communications/Media/Energy
- Travel & Leisure
- Financial Services
- Transportation

Siebel Practice

ObjectWin's CRM Practice offers Design, Implementation and Support of Siebel CRM systems in an enterprise. Our Siebel Practice offers mature processes and is backed by expertise gained through our involvement in over 200 Siebel engagements. Our WinShore delivery model provides our customers with flexible and cost effective sourcing alternatives including traditional on-site resources, offshore off-site, and/or hybrid resource teams.

Siebel Services

Architecture & Design Services	Implementation Services	Upgrade Services	Managed Services	Testing Services
<ul style="list-style-type: none"> ▪ Define CRM strategy ▪ Develop CRM implementation roadmap ▪ Create an upgrade plan ▪ Assess deployment and rollout readiness 	<ul style="list-style-type: none"> ▪ Business analysis ▪ Configuration and customization ▪ Development of interfaces ▪ Integration with Outlook and SharePoint ▪ Development of data sync processes ▪ Data cleansing and data loading ▪ Rollout planning and execution ▪ End-User training development and delivery 	<ul style="list-style-type: none"> ▪ Business analysis ▪ Assessment ▪ Strategy development ▪ Functional planning ▪ Functional upgrade ▪ Technical upgrade ▪ Testing services ▪ Training and user change management ▪ Go-Live and ongoing support 	<ul style="list-style-type: none"> ▪ Business analysis ▪ Level 1 support - phone / E-mail ▪ Level 2 support (issue resolution) per SLA ▪ Level 3 support (root cause analysis) ▪ System monitoring ▪ System administration ▪ System enhancements, Report development 	<ul style="list-style-type: none"> ▪ Business analysis ▪ Testing architecture and planning ▪ Test plan preparation ▪ Test execution ▪ Test automation

Siebel Implementation Service

Pre-Implementation	Implementation	Post-Implementation
<ul style="list-style-type: none"> ▪ Objective and goals ▪ Study the current IT systems and business process ▪ Product and Business Gap Analysis ▪ CRM requirements mapping to organizational objectives ▪ Define integration needs for legacy and other applications ▪ Identify executive information needs ▪ Determine networking and IT infrastructure requirements ▪ Define end-to-end CRM solution ▪ CRM product evaluation ▪ Implementation planning 	<ul style="list-style-type: none"> ▪ Change Management / Change Integration ▪ System Integration with legacy & other applications ▪ Customization (Business Analysis, High Level Design, Development) ▪ Package Implementation (phased approach) ▪ Testing: Unit, Integration, System and User Acceptance ▪ User Training ▪ Post-Implementation support ▪ Implementation of business verticals 	<ul style="list-style-type: none"> ▪ Post-Implementation managed service - ObjectWin pre-packaged Siebel support offerings ▪ Performance (Site) audit ▪ Salvaging / resurrecting a troubled implementation ▪ Additional modules implementation / enhancements ▪ Interfaces with other systems ▪ Siebel upgrades



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Upgrade Service Capabilities

- Assessment
- Planning
- Functional and technical upgrade
- Testing
- Change management
- Support services

ObjectWin delivers proven cost reduction

- “Follow the sun” model allows for 24-hours-a-day development and rapid iterations of system prototypes
- Significant project management experience ensures effective scope and project cost management

Modules

- Sales
- Marketing
- Contact Center and Service
- Contact Center Infrastructure
- CRM Technology
- CRM On Demand
- Customer Data Integration
- Quote & Order Capture
- Self-Service and eBilling
- Partner Relationship Management
- BI Applications
- Price Management
- Social CRM

Siebel Upgrade Service

Our Siebel Upgrade Services team has done some of the most complex upgrade projects in the industry for our customers from Siebel 5.6 to Siebel 6.x, Siebel 6.x to Siebel 7.7, Siebel 7.5 to Siebel 7.8, and to Siebel 8.x. The Upgrade Services team focuses on both business and technical aspects of the upgrade. ObjectWin will work with you to assess business benefits and impacts of the upgrade like new function-

ality, training needs, business data needs and business simplification opportunities. At the same time, we will assess technical aspects like infrastructure requirements, customizations, integrations analysis, and deployment strategy. Our Upgrade Services team will apply their proven upgrade methodologies and processes to ensure rapid upgrade timelines and 100%, on-time delivery.

Upgrade Major Deliverables

The Siebel Upgrade project will require dedicated customer involvement as the team produces, reviews, and approves the following major deliverables:

- Functional upgrade workshop and plan
- Technical upgrade workshop and plan
- Process design document
- Training and change management plan
- Upgraded database
- Test script and results
- Tested and approved Siebel Repository File

Our Strengths

- Implementation of CRM projects on time and within budget by utilizing ObjectWin’s “end-to-end” enterprise CRM solutions
- Strong functional expertise
- End-user effectiveness by leveraging our extensive and practical industry expertise
- Qualified Oracle (Siebel) certified consultants from our CRM practice
- Our proven ability to manage mission-critical projects for some of the world’s largest global organizations, ensuring deployment within the scope of pre-defined ROI objectives
- Our long-standing dedication to 100% client satisfaction
- Executable and effective architecture solutions
- Our experience in product evaluation and selection

Strategic Managed Services

ObjectWin supports the implemented CRM system for the entire organization. The maintenance and support scope delivered by our global teams located globally using the ObjectWin WinShore delivery model, provides both critical application support and regular enhancement of the core solution, making the system more feature-rich from both the business and technical perspectives.

You can judge ObjectWin by our exceptional e-business solutions, our superior project management skills, and our overall level of enhanced IT expertise. Our expertise spans various platforms, making ObjectWin uniquely equipped to help you make your mark in the new digital economy.



ObjectWin Technology, Inc.

Corporate Headquarters
14800 St. Mary's Ln., Suite 100
Houston, Texas 77079

T: 713.782.8200

F: 713.782.8283

