



The release of Oracle's Siebel CRM 8 marks a major milestone for Siebel customers. Oracle has not only introduced compelling new capabilities, but has also taken a very significant step toward integrating the architecture of the Siebel platform into Oracle's overall product technology stack.

Integra Technology Consulting is among the first Siebel systems integrators to have developed and implemented proven methodologies and tools to successfully guide Siebel customers through the upgrade to Siebel 8 and the Oracle Business Intelligence platforms. Moreover, we have "battle-tested" our approach with one of the fastest Siebel 8 upgrades performed to date.

As an Oracle Certified Advantage Partner, Integra Technology Consulting provides the expertise, methodologies, and tools you will need to successfully upgrade your Siebel CRM environment.

Why Upgrade?

Siebel customers may find themselves considering an upgrade of Siebel CRM to Siebel 8, possibly along with an upgrade of Siebel Analytics to Oracle Business Intelligence Enterprise Edition and Oracle Business Intelligence Applications, for many reasons:

- Take advantage of new features and functionality
- Achieve better architectural alignment between a Siebel implementation and other enterprise Oracle applications
- Support new or evolved business requirements
- Re-implement on an advanced Siebel platform to reduce customization and complexity

Whatever the reason you may be considering a Siebel 8 upgrade, Integra's Siebel upgrade consultants have the experience, knowledge, and tools to help you maximize the value of your upgrade.

Siebel 8 Rapid Upgrade Methodology

The first priority in any upgrade project is to make sure that what existed before the upgrade, in terms of functionality and data, is still present following the upgrade. Consequently, our rigorous Siebel 8 Rapid Upgrade Methodology is iterative in nature and places significant emphasis on the Discovery and Testing phases of the upgrade — the two areas most critical to a successful upgrade.

Discovery Phase

During the Discovery Phase of our Siebel 8 upgrade projects, Integra's team utilizes the detailed system inventory scripts and templates we have developed to find and thoroughly document all existing Siebel system functionality, configurations, customizations, interfaces, data model extensions, data elements at every level in the application, including:

- Business objects
- Business components
- Screens, applets, fields, and views
- Business services
- Workflow rules
- Roles and responsibilities
- Extension tables and columns
- Interfaces

The Discovery Phase also includes the development of a comprehensive Business Process Master List (BPML), business scenarios, business requirements, and use cases, which enables Integra to derive a complete understanding of everything in the system and its intended usage. This knowledge streamlines our development work and contributes directly to effective testing of the upgraded system.

Development Phase

Following the Discovery Phase, the Development Phase proceeds according to our rapid, iterative Siebel 8 Upgrade Methodology, which includes structured techniques for efficiently advancing project work across multiple tracks while supporting all efforts with a rigorous project and program management approach.

Testing Phase

It is during the Testing Phase that the real value of Integra's rigorous Discovery activities shines through. During and after development is completed, Integra guides its clients through detailed testing across many areas, via test cases developed from the system inventory, BPML, and use cases defined during discovery.

Testing includes:

- Unit
- System
- Integration
- QA
- Performance
- Business acceptance

Integra's testing approach is rigorous, because the success or failure of every upgrade depends so heavily on ensuring that all desired preexisting functionality and data are preserved.

Real-World Experience

Integra's Siebel consultants have performed numerous Siebel upgrades and implementations, including multiple major Siebel 8 upgrades, which is an uncommon qualification in a world where only a handful of major Siebel 7.x customers have currently completed upgrades to Siebel 8.

Our approach and methodology are applicable to all Siebel 7.x vertical products; combined with the specific expertise of our practitioners in financial services, utilities, life sciences, public services, consumer and industrial markets, high-tech, and communications, Integra can offer a compelling upgrade capability to Siebel customers across the board.

Contact us today to discuss your Siebel 8 upgrade plans in more detail, and learn how Integra's approach can help you save time and money, reduce risk, and enjoy greater return on your upgrade investment.

About Integra

Integra Technology Consulting provides the expertise to integrate and optimize complex technologies and data to improve business results. Integra delivers solutions using Business Intelligence and Data Warehousing, Enterprise Applications (CRM, ERP, and PLM), and Strategic Technologies (Oracle and SQL Server databases). Integra's unique Business Value Framework and Service Delivery Process align methodologies, expertise, and tools to provide a rapid return on business investments.



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