

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 proven methodologies and tools to successfully guide Siebel customers through upgrading to Siebel CRM 8.0 and the Oracle Business Intelligence platforms. Moreover, we have "battle-tested" our approach in the course of one of the fastest Siebel 8 upgrades performed to date.

Traditional project methodologies tend to serialize tasks, and fail to place sufficient emphasis on the most important activities, while over-emphasizing those activities which do not contribute as materially to the overall success of the project.

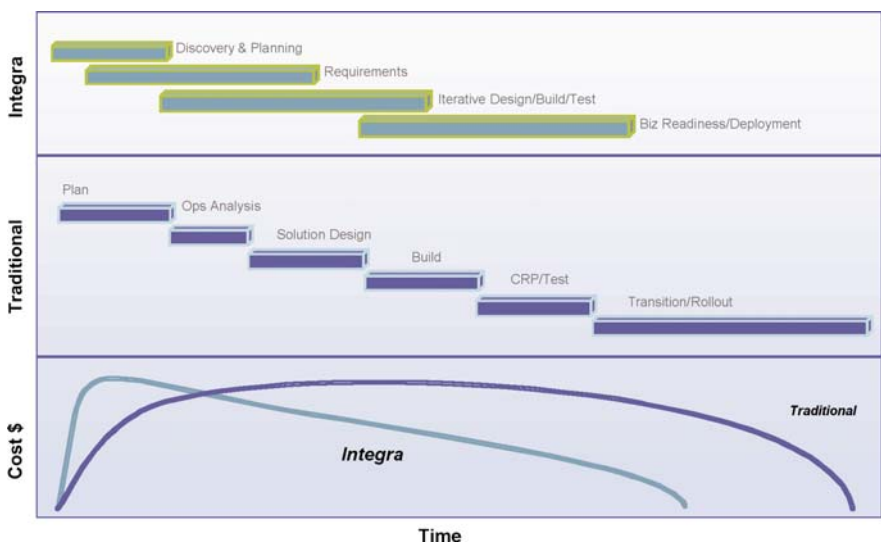
The result: inefficiency, substantial resource requirements, and higher costs.

While the inherent costs of such traditional methodologies have been tolerated in the past, in this era of increased focus on operational efficiency as an underpinning of competitive success, Integra recognized the need for a more streamlined, efficient approach to rapidly delivering effective system upgrades. Out of this fresh thinking, our Rapid Upgrade Methodology was born.

Integra's Siebel 8 Rapid Upgrade Methodology is focused around the activities most impactful and essential to conducting a successful upgrade, and reduces or eliminates the lower-value activities that typical of traditional upgrade methodologies.

Our Rapid Upgrade Methodology places greatest emphasis where it is most needed:

- Thoroughly understand what needs to be delivered
- Build it fast
- Test, test, and test again!



Our methodology is both iterative in nature, and highly parallelized, enabling our teams to maximize delivered value, while minimizing project execution time and cost. Our methodology is also characterized by structured techniques for efficiently advancing project work across multiple tracks, while supporting all efforts with a rigorous project & program management approach.

Our Approach

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 places significant emphasis on Discovery and Testing activities — the two areas most critical to a successful upgrade.

During the Discovery & Planning 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, etc., at every level in the application:

- Business Objects
- Business Components
- Screens, Applets, Fields, & Views
- Business Services
- Workflow Rules
- Roles & Responsibilities
- Extension Tables & Columns
- Interfaces, etc.

The Requirements phase includes the development of a comprehensive Business Process Master List (BPML), Business Scenarios, Business Requirements, and Use Cases that enable 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.

In parallel with portions of the Requirements phase, development work proceeds in time-boxed, iterative Design/Build/Test cycles. During each such cycle, development against available requirements is performed, and at the end of each cycle, code is unit tested, and

elements passing unit test are frozen. Elements not passing unit test are carried forward to the next cycle for completion. This approach allows us to reduce the number of "open items" throughout the project, making final testing much more efficient and effective.

It is during the Testing phase that the real value of Integra's rigorous Discovery activities shines through. As, and after, development is completed, Integra guides its clients through detailed testing across many areas, guided by test cases developed from the System Inventory, BPML, and Use Cases defined during Discovery:

- Thorough unit testing
- System Testing
- Integration Testing
- QA Testing
- Performance Testing
- Business Acceptance Testing

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

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.

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



400 Fifth Avenue, Suite 100
Waltham, MA 02451
www.integratc.com
1.781.890.0070
info@integratc.com