

# MODERNIZING SIEBEL COULD BE SIMPLER THAN YOU THOUGHT

With ITC Infotech's Siebel Modernization

ITC Infotech's offers comprehensive Siebel Modernisation Offerings which helps Siebel Customer to maximise their investment in Siebel CRM.

## Our Siebel Services

Siebel Enhancements	Siebel UX	Siebel Mobile	Siebel + Cloud	Siebel On Cloud
Capabilities				
<ul style="list-style-type: none"> <li>Requirement analysis</li> <li>Configuration</li> <li>Real-time/Batch integrations</li> <li>Data migration</li> <li>Performance Testing</li> <li>BAU Support</li> </ul>	<ul style="list-style-type: none"> <li>Determine UI pain points</li> <li>Finalize UI Design</li> <li>Leverage Our Open UI Framework for DBT</li> <li>User training / Change awareness</li> </ul>	<ul style="list-style-type: none"> <li>Functionality &amp; Fitment Assessment</li> <li>Implement Siebel Mobile Connected / Disconnected</li> <li>UI/UX Enhancements</li> <li>Integration Native to Siebel platform</li> <li>Design Build and Test</li> </ul>	<ul style="list-style-type: none"> <li>Siebel Upgrade Assessment</li> <li>Application Upgrade</li> <li>Evaluate Hybrid Cloud Approach</li> <li>Integrated Business Flow (Siebel + Oracle CX)</li> <li>Implement Siebel + Oracle Cloud</li> <li>Pre-built connectors easing integration efforts</li> </ul>	<ul style="list-style-type: none"> <li>Migration Assessments</li> <li>Determine success factors</li> <li>Infrastructure sizing</li> <li>Evaluate PaaS needs of solution landscape</li> <li>"Lift &amp; Shift" of Siebel Application to Cloud</li> <li>Siebel Application, IaaS &amp; PaaS monitoring services</li> </ul>
Siebel Support		<ul style="list-style-type: none"> <li>Incident &amp; Problem Management</li> <li>Service Request Management</li> <li>Batch &amp; Schedule Management</li> <li>Capacity Management</li> <li>Change Management</li> <li>Release &amp; Deployment Management</li> </ul>		

## Siebel Upgrade

ITC Infotech with its extensive expertise in Siebel platform can help organizations to upgrade from existing Siebel versions to a more advanced and contemporary Siebel Ip2018.

ITC Infotech's Siebel Upgrade experience encompasses multiple successful Siebel Upgrade engagements starting with Siebel 6, through Siebel 7.x, Siebel 8.x and Innovation Packs (IPs).

Our time tested Upgrade process involves understanding the current Siebel landscape, a thorough assessment of Siebel repository to gain insights on upgrade impact, developing a realistic Upgrade approach and timeline, for a successful upgrade with minimal business disruption.

## Adoption benefits of Siebel IP 2018 include:

- Significant product enhancements allowing superior techno-functional capabilities and data security
- DevOps led Continuous Integration and Deployment enabling rapid release cycles
- Enhanced usability and agility for test automation
- Enabling Cloud integration for a hybrid architecture leveraging Restful APIs
- Addressing compatibility concerns across multiple technology platforms

- Matured and evolved product versions offering enhanced UI/UX capabilities
- Extensive mobility support
- Greater data visualization including pre-built dashboards
- And others

## Siebel CRM open UI

With in-depth understanding of the Open UI (OUI) Framework, and having been part of the Alpha and Beta releases of OUI, ITC Infotech has rich experience in providing practical solutions to complex business requirements for Consumer Goods, Hospitality and Life Sciences industries. ITC Infotech has established an Open UI Innovation Lab that provides advanced UI solutions and implementation accelerators.

### Key service benefits include

- Improve user productivity by optimising navigational click streams
- Provide mash-ups of relevant information across internet and intranet enabling users with actionable advantage
- Simplify user interactions with Siebel application, resulting in increased face time with your customers
- Leverage latest web technologies to provide advanced user experience on the device of your choice

## Siebel Mobility Expertise

### Supporting your mobility requirement

Siebel Mobile, the mobility extension of Siebel Open UI, enables Siebel Enterprise application on smart mobile devices running on all major platforms (e.g. iOS, Android, Blackberry OS, and Windows OS).

Features of Siebel Mobile includes

- Browser based Siebel Mobile application allows Siebel to be device and platform independent
- Siebel Mobile operates in connected and disconnected modes. Siebel Mobile on Open UI framework is extensible to support specific business needs
- Siebel Mobile operates with native application UI paradigms, e.g. touch for selection, swipe to delete, etc.
- Enables performing enterprise activities on the go, on preferred mobile devices enhancing user adoption
- Device driven layout to render optimally in any device or browser

### ITC Infotech's Siebel Mobile Capabilities

- Experience in providing Siebel mobile solutions on your preferred mobile devices
- Our mobile application experts have built on the OUI framework and extended the functionality of Siebel Mobile application
- Our innovative solution enables business process simplification by integrating Siebel Mobile with native device features
- Examples include Barcode scanner, camera integration, location based map integrations, and real time weather and traffic information

### About ITC Infotech

ITC Infotech is a specialized global technology solutions provider, led by Business and Technology Consulting.

ITC Infotech's Digital@work infuses technology with domain, data, design, and differentiated delivery to significantly enhance experience and efficiency, enabling our clients to differentiate and disrupt their business. The company is powered by a growing portfolio of specialized solutions addressing critical business challenges, including: Industry 4.0 solutions (PLM, IoT and Embedded), Customer Value Management, Loyalty, Trade Marketing & Distribution, Supply Chain Optimization, Data Engineering and Analytics, Healthcare Analytics, Digital Banking solutions and Digital Agriculture solutions. The company provides solutions to enterprises in Supply Chain based industries (CPG, Retail, Manufacturing, Hi-Tech) and Services (Banking, Financial Services and Insurance, Healthcare, Airline, Hospitality) through a combination of traditional and newer business models, as a long-term flexible, trusted and sustainable partner.

ITC Infotech is a fully-owned subsidiary of ITC Ltd, one of India's foremost private sector companies and a diversified conglomerate.

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