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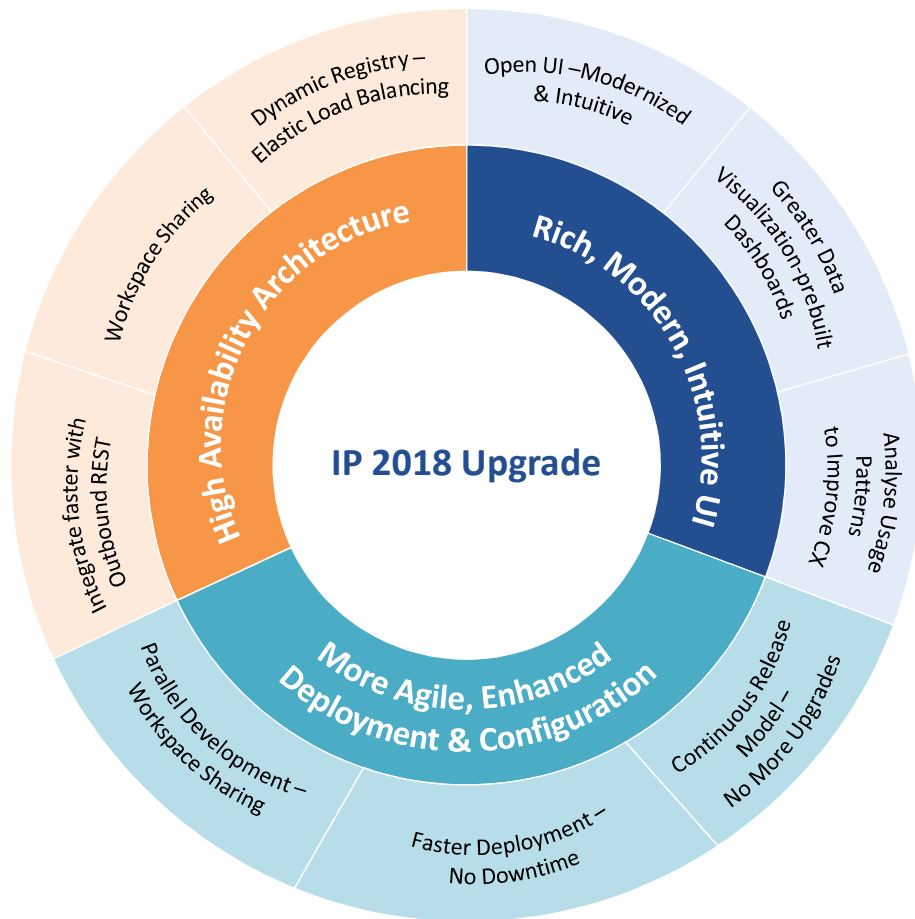
Gold
Partner

Siebel Upgrade Playbook



MAVERIC

Siebel Upgrade: Achieve Modern Business Agility



- Companies are constantly trying to Modernize their CRM investments in order to achieve 3 broad objectives –
 - **Empower Users** – providing proactive, Real Time Insight at the moment of Customer Interaction through a flexible, intuitive UI.
 - **Enable Business Responsiveness** – to respond to Business Process Changes without incurring production Downtime
 - **Establish Superior Ownership Experience** – by ease of manageability & integration at low cost.

Siebel Upgrade : From HI to IP18

Rotate to a More Agile, Scalable, Modernized UI/UX

Siebel HI/SI: Hard Coded Sizing, Styling and Positioning using ActiveX

Siebel Tools : Thick Client and traditional CI/CO based development

Minimal support for User Action Tracking. If any, has to be customized

Traditional Deployment – Repository Import Export and SRF deployment. Time consuming with downtimes

Traditional Load Balancing : Downtime required for adding new gateway server

No Integration Test Capabilities

Open UI : A Modernized Interface with superior Guided Journey experience using Javascript

Develop & Customize Faster : Parallel Development, Siebel Composer , Outbound REST .

Granular Level User Action Tracking

Faster Deployment with no downtimes – Move to IP Release schedule.

Elastic Load Balancing : New Gateway Server changes with no downtime

Integrated Testing Capabilities – OpenUI Test Automation

Siebel Upgrade : Achieve Business Agility with IP18.x

A paradigm shift for your CRM strategy

- Siebel Composer - Browser Based Web Tools
- Workspaces for Configuration Management and Parallel Branches.
- In-app preview of configuration changes within the context of workspace

**Parallel
Development**

**Faster &
Continuous
Deployment**

- Move to the Innovation Pack (IP) release schedule
- Deployment of Siebel with no Downtime – Runtime Repository
- Simplified and Easy Migration Application to Higher Environments

- Application Usage Pattern Tracking Feature to identify user actions at a granular level.
- Data Collected can be analysed, sliced and diced in many different ways to improve the end user experience, lower total cost of ownership and/or personalize the application down to the smaller unit.

**Application
Tracking**

**Test
Automation
Support**

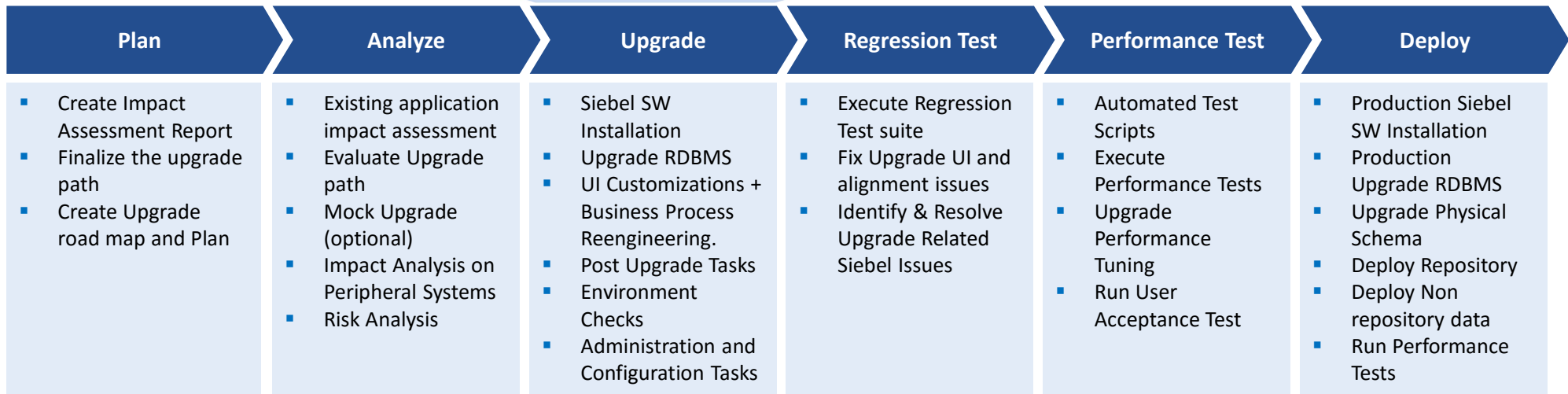
- A very intuitive and simple to use test automation framework is a key value proposition for Siebel 17/18.
- It reduces the time dedicated to testing scripts, increases the maintainability, increases testing effectiveness.
- Jenkins Plugin for Siebel Test Execution

Siebel Upgrade : Our Methodology

Open UI Adoption

Guided Journeys

Intuitive Dashboards



Deliverables

- Upgrade Road Map and Plan
- Upgrade Assessment
- Upgraded Environments
- Regression Test Suite
- Performance Test Suite
- Production Ready Siebel



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