

SIEBEL CRM INTEGRATION PACK FOR ORACLE ORDER MANAGEMENT

LEVERAGES INVESTMENTS IN ORACLE APPLICATIONS

Key Features:

- Pre-built business process maps to enable complete Order Capture to Cash flow
- Embedded Oracle Configurator in Siebel CRM Order Capture
- Synchronized Customer, product, pricing, and install base information

KEY BUSINESS BENEFITS

Provide a complete customer view:

- Ensures consistent customer data across all applications
- Arms salespeople with critical information
- Enables personalized, knowledgeable service

Improve Sales Agents' Productivity:

- Provides a consistent user interface for front- and back-office information
- Increases efficiency and effectiveness by reducing errors and re-work
- Allows sales agents to spend more time with customers
- Facilitates information-driven customer interactions

Leveraging our best of breed front office with best of breed back office applications, the Siebel CRM Quote & Order Capture to Oracle E-Business Suite Order Management integration provides a solution that will give you a streamlined, end-to-end opportunity-to-cash business process enabling faster time to market for new products and faster time to revenue.

Complete Opportunity-to-Cash Business Processes

The Siebel CRM Integration Pack for Oracle Order Management combines Siebel CRM's campaign-to-order product set with Oracle E-Business Suite's robust order management, fulfillment and financials capabilities giving you a single-view of your opportunity-to-cash business process.

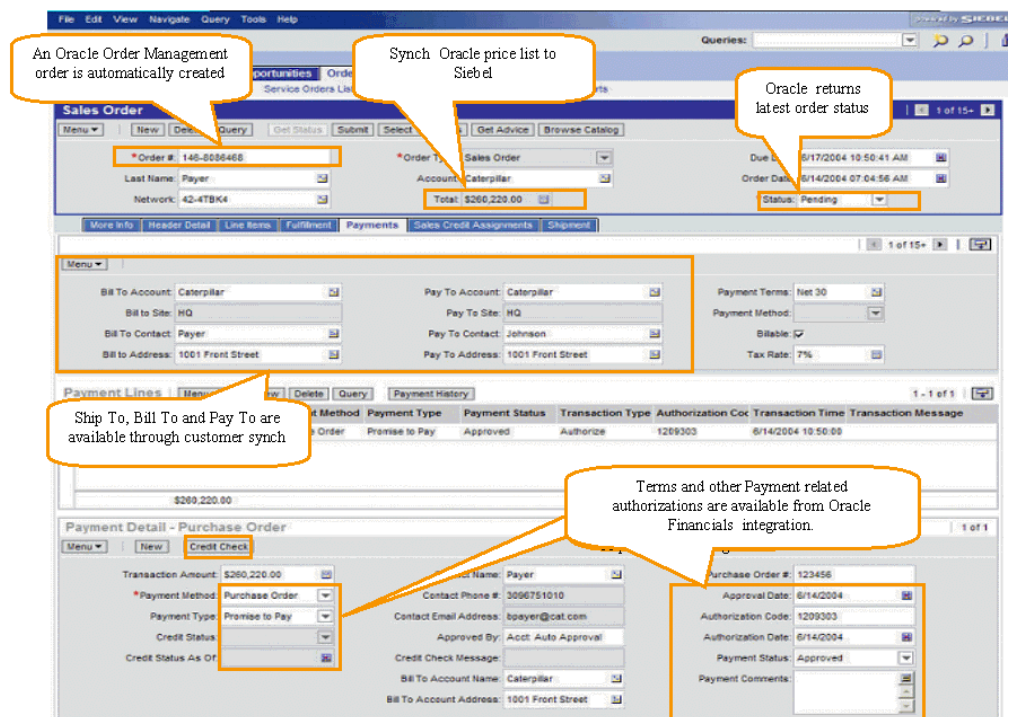


Figure 1 – Siebel Order Capture to Oracle Order Manager Business Process

Every company wants their product to hit the market as quickly as possible to start generating revenue. The Order to Cash integration helps with this need by providing consistent product definitions between Oracle and Siebel through product synchronization. Both standard Oracle items and bill of materials (BOM) can be synched from Oracle to Siebel. Synched item attributes include item number, description, type, status, and UOM. In addition, as item

RAPID INTEGRATION WITH SIEBEL ORDER CAPTURE

- Reduces the implementation time of mission-critical applications
- Speeds time to value
- Requires minimal IT resources
- Leverages existing Oracle data

Integration Features:

- New Orders Support
- Change Order Support
- RMA Support
- ATP Verification
- Credit Checking
- Payment Authorization
- Shipping Cost Calculation
- Order Status Update

definitions are updated in Oracle they are also updated in Siebel.

Another key benefit of this solution is that it allows centralization of your price list policies, a key component in new product release cycles. Price lists can be defined and managed in Oracle E-Business Suite and then synched to Siebel CRM. The synched list prices can be used by the Siebel CRM Order or with the Siebel CRM pricing.

Finally, you will enjoy increased fulfillment and manufacturing efficiency with best of breed Oracle Applications. Upon the submission of a Siebel CRM order, an Oracle Order Management order is automatically created and processed for fulfillment. The latest order status is also sent back from the Oracle Order Management Order to the Siebel Order Capture.

Enables Rapid Integration

Out-of-the-box business processes, common objects, and web services can significantly reduce your implementation costs. These features allow you to create an order in Siebel and fulfill that order in Oracle Order Management. Based on the Adaptive Industry Processes platform, the business processes, common objects, and web services also provide a flexible framework that can easily be extended for your specific integration needs.

Additionally, the integration pack automatically loads and updates your customer information including accounts, account sites and contacts. As a result, you have complete, accurate & synchronized customer data and enhanced customer visibility across your business process.

The opportunity-to-cash process includes more than just new orders. The Oracle Order to Cash integration provides support for RMAs and renewals to ensure increased efficiency for goods and services lifecycle management. In addition, specific Oracle install base information is updated to Siebel to provide complete asset records.

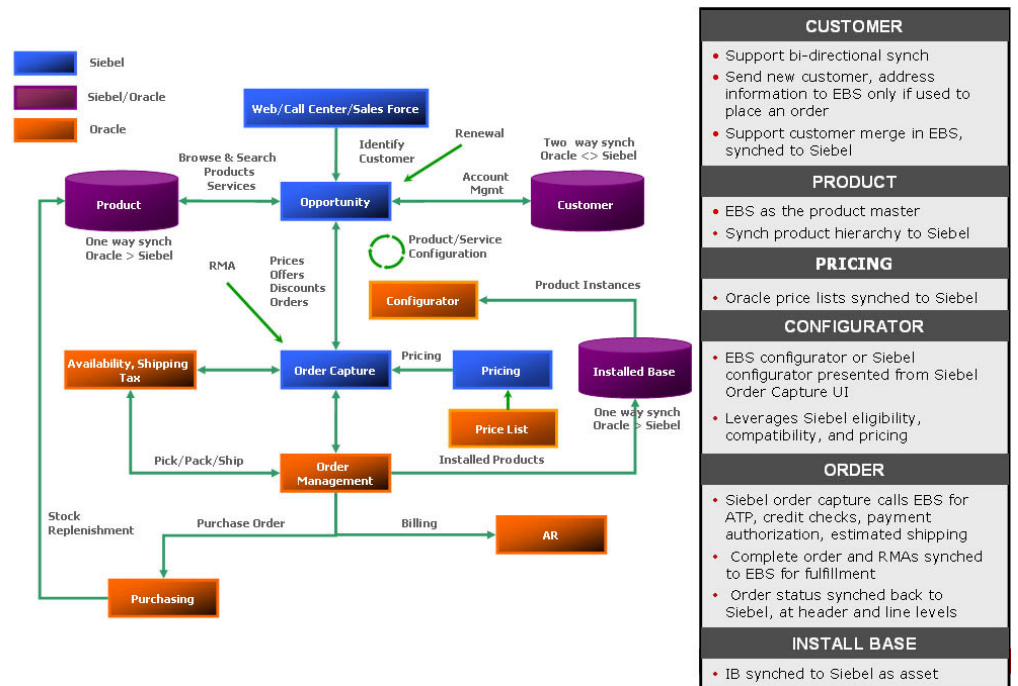


Figure 2: Siebel Order Capture to Oracle Order Manager Data Flow

Achieve Faster Time to Revenue

In business today, there is nothing more valuable than realizing revenue as quickly as possible. The Siebel CRM Integration Pack for Oracle Order Management will help you achieve this goal through the integration of the Oracle E-Business Suite Configurator with the Siebel CRM Order. The Configurator integration will reduce order errors by ensuring accurate product option selection during the order and allow for smooth downstream fulfillment for configured items.

You will realize faster order processing through the integration of the Siebel CRM Order with Oracle E-Business Suite information. The Siebel CRM Order can call Oracle for pre-established credit check, payment authorization, ATP and shipping charge information to ensure a correct order before it is sent to Oracle Order Management for processing and invoicing.

The Oracle Advantage

Leveraging Adaptive Industry Processes, the Oracle Order to Cash Process Integration Pack provides everything you need to implement sustainable integrations between Siebel CRM and Oracle E-Business Suite. By utilizing best practices and best in class Fusion Middleware, Oracle delivers an adaptable end-to-end solution giving you faster time to market and faster time to revenue. For more information on how Siebel Order Capture to Oracle Order Management Integration can simplify your business, contact your Oracle Application Sales Representative.

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