

Infosys' Siebel CRM Competency

Infosys has partnered with Oracle's Siebel for more than a decade to deliver solutions for Fortune 500 companies. Our Siebel solutions are tailored to the specific needs of more than 150 global companies across industries and languages. The 'Total CRM' concept at Infosys covers the entire spectrum from CRM business strategy to technology architecture, end-to-end implementations, version upgrades, data management and integration to measurement of the value realized.

Our Siebel CRM projects spanning across commercialization of new products/services, customer operations, customer experience, sales/call center/service process improvements, CRM mobility, performance management, partner management and customer data management have earned us industry-best customer satisfaction scores.

We are the preferred choice of global companies for our global reach, technology innovation, Siebel expertise and rich experience in leading transformational programs.

Value Proposition

- Providing an end to end offering for Oracle's Siebel CRM and On Demand CRM implementation and support for all major verticals
- Industry-acknowledged horizontal- and vertical-focused CRM process maps for customer management processes and customer analytics
- Unique, proprietary tools incorporating architectural best practices to help reduce time and cost of Siebel initiatives
- Specific product solutions in partnership with Oracle to address common industry challenges
- Leadership in next-generation technologies and the ability to deliver complex CRM integrations and complementary solutions such as data conversions, portal integrations and predictive customer models
- Superior delivery methodologies to provide high-quality maintenance and support to Siebel production systems across all product versions

Key Practice Highlights

- Comprehensive end-to-end service offering from consulting to post- implementation support
- Over 100 successful engagements completed in the last 2 years
- End-to-end offerings across multiple functional areas in CRM-marketing, sales, contact center, customer service, customer analytics.
- Expertise in On Premise and On Demand CRM
- Strong alliance with Oracle
- Over 70% of work done offshore leveraging the Infosys pioneered Global Delivery Model

Solutions

Customer Data Integration Solution

Infosys' Customer Data Integration (CDI) solution helps companies get a 360-degree view of each customer. Our solution serves as the technology backbone for a customer's relationship with the company.

Applied Customer Intelligence Solution

Infosys' Applied Customer Intelligence (ACI) solution helps companies gain insights into their customer base, unearth value and hidden opportunities, and identify potential growth areas.

Telecom Order Management Solution (TOMS)

Infosys' Telecom Order Management solution (TOMS) helps Communication Service Providers and cable operators achieve rapid time-to-market, efficient order management for next-generation services, and address BSS challenges.

Siebel Business Process Testing

The Siebel Business Process Testing Accelerator contains pre-built test cases and industry best practices to automate the Siebel functional testing suite quickly and cost-effectively. The solution maximizes Return On Investment on existing and planned Siebel functional testing investments.

Key Success Stories

Siebel Implementation at a Leading Automaker

Infosys enhanced the CRM application of a Japanese automaker to support the launch of a new vehicle in Europe and streamline operations worldwide. Our solution helped the automaker implement a single instance global solution and build interfaces to critical legacy applications in a phased manner.

U.S. Bank Achieves Two-Fold Improvement in Productivity from a Simplified Customer Service System built on Siebel

A leading U.S. bank acquired another bank. The merged entity had to seamlessly integrate the customer service organizations. The new bank partnered with Infosys to ensure operational efficiency and customer satisfaction at all customer touch points.

Our solution resulted in increased scalability and improved productivity by 23% and enhanced customer satisfaction by over 5%.

Client Speak

“*Infosys is a first rate organization. Everyone is very professional and everyone contributes to the success of the program. Infosys has extensive experience and a broad knowledge base to draw from, i.e. best practices and proven techniques.*”

Senior Project Manager
Sales and Marketing Competency Center, Leading Logistics company

“*The Infosys Upgrade team did a great job managing and executing the 8.0 upgrade. From day one, they hit the ground running and kept their heads down until the end. Each one of them went above and beyond to make our upgrade successful. I know that without the dedication from the Upgrade team and the existing Infosys staff, this project would have exceeded the timelines excessively. From gathering requirements, to development, to testing, to rolling this application out to production users, everyone stayed focused and determined that we, as a team, would be successful.*”

A Leading U.S. Bank

Allied services

Business Consulting

Provides you with strategic differentiation and operational superiority, assessments, proprietary industry analyses & projects structured around beating the competition.

Enterprise Solutions

Our Enterprise Solutions help you automate your value chain using off-the-shelf packages. Our solutions span ERP, CRM, SCM and EAI. They help you to mitigate your risks, achieve faster returns and lower TCO.

Trading and Risk Management

Provides deep business process knowledge with cutting edge technological capabilities to optimize information sharing, minimize exposure, and integrate business processes in trading operations.

Application Development & Maintenance

Develop Turnkey solutions with a faster time to market and lower TCO. Our Services Include assessing your application portfolio to designing and building and Implementing the solutions.



Building
Tomorrow's Enterprise

For more information, contact askus@infosys.com

About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

For more information about Infosys (NASDAQ:INFY), visit www.infosys.com.