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INFOSYS SIEBEL2D365CE SOLUTION

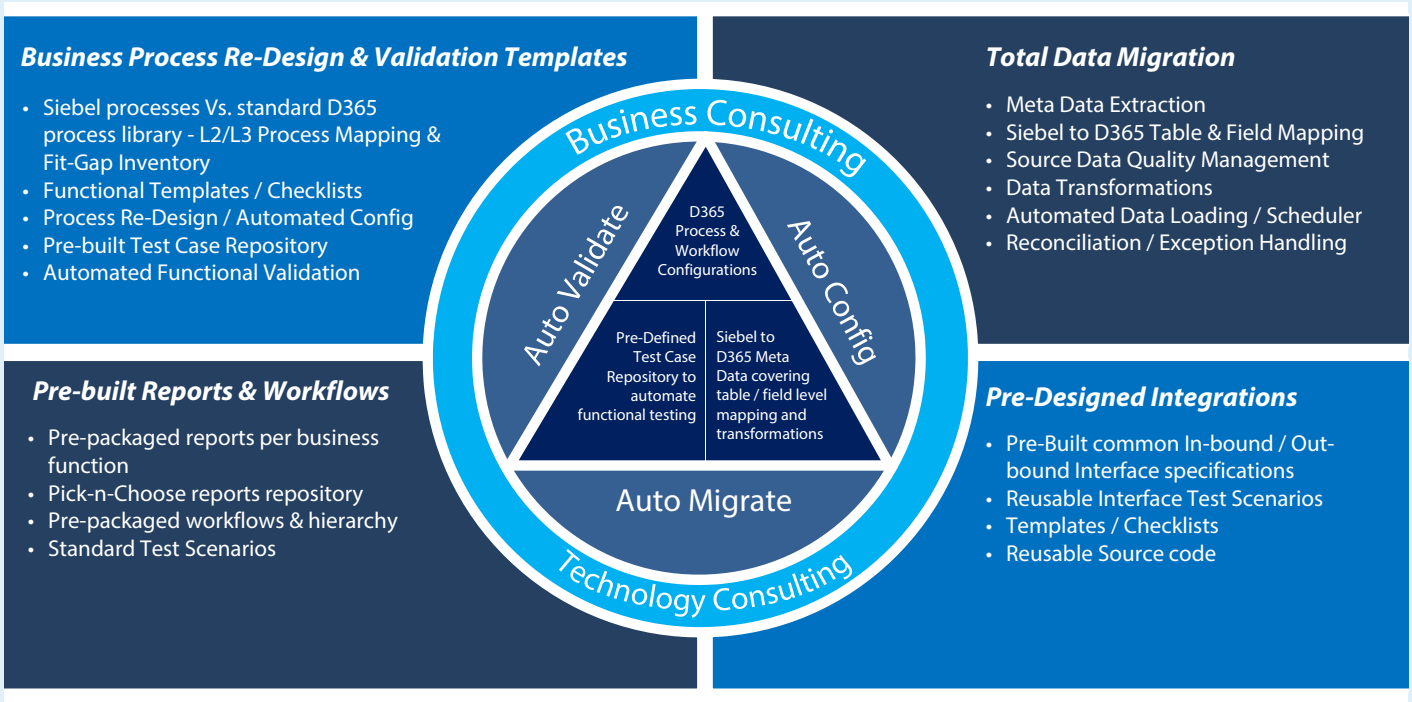
An end-to-end, made for purpose solution for migration from Siebel to D365 CE

The Siebel has been an industry leading CRM application for many years. In the past decade, with the advent of modern digital technologies and elevation of focus from CRM to Customer Experience (CX), it has lost market share due to its inability to adapt to the market needs.

There are several challenges with Siebel CRM, stemming from its extremely high total cost of ownership including the cost of licenses, implementation, high complexity of implementation due to its tightly coupled architecture, longer timelines for implementation and upgrades, unavailability of much-needed mobility, out-of-the-box analytics.

Infosys Solution to meet the challenge

SIEBEL2D365CE Migration Solution is a comprehensive solution for Siebel CRM to D365 CE migrations, tailored to an industry or line of business. It comprises of end-to-end business Process Redesign, total Data Migration, Interface & Reports realignment and Functional Validation components to provide a complete and seamless migration platform to customers, with underlying Business and Technology consulting services.



The **meta data feature** extracts system metadata definitions as table and column definitions, data types, constraints, indexes & dependencies automatically.

The **transaction data** automation extracts data using tables, views and queries on pre-defined templates and filters based on business requirements and then, data is transformed and mapped based on target table structures and loaded to destination.

The **reporting features** include features to assess Siebel customizations (Smart Rep Reader), reconciliation & validation during data loads, D365 Health Check assessment.

These salient features of the solution which make the solution user friendly and perform data migration with minimal intervention.

~30-35%
cost savings

~20-25%
reduction in overall duration of Siebel to D365 CE Migration

Configurable

Easy Integration / Future Proofing

Provides an easy and rich user interface for configurations of mappings, validations, business rules and transformations.

Plug and Play Data Migration

Higher Speed to Market

It is delivered as plug-and-play, The user has to specify the source and the destination connections to get it going. Very minimal settings required.

Lesser human intervention

More Productivity Improvement

It requires very minimal human interaction It is a single click migration. It does not require continuous monitoring of the migration.

Audit and Monitoring

Automated Auditing and monitoring

The solution can monitor and audit the migration automatically and does not require any manual intervention, A report is provided after the migration is done.

Scheduling

Accurate Scheduling

The user can schedule the migration run for any time, day as per business needs very easily using configuration.

Security

Highly Secured and supports SSO

The solution support SSL and transport encrypted data over the wire, especially for the online applications, They also support SSO where data is extracted from multiple sources.

Overall, the migration solution improves quality, reduces risk of the modernization program, reduces the cost/effort for all the applications by ~30-35% and ~20-25% reduction in overall duration of Siebel to D365 CE Migration. There are number of solutions in the market for migration for D365 CE, the Siebel2D365CE solution is "made for purpose" for Siebel to D365 CE only.

Migrated a very complex for one of the largest publicly held personal lines property and casualty insurer in America, migrated a very complex case management and opportunity management application from Siebel to Dynamics CRM for an userbase of 2200+, including integrations to 20 legacy applications.

Migrated Siebel Application for a major insurance bank in the US, migrated the Siebel application to enable 15000+ field sales users to access the CRM application through outlook, mobile, tablets like Ipad and Surface clients along with Browsers, IE and Chrome. The rich analytics in D365 CE helped the client to improve the productivity of field sales partners and agents and in turn improved customer loyalty.

For more information, contact askus@infosys.com

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