

INFORMATION ON DEMAND

Siebel CRM On Demand: Comprehensive CRM Totally Delivered



Organizations recognize the critical importance of building their businesses around the customer. Oracle's Siebel CRM On Demand helps you do that and more, providing the information you need to drive profitable customer relationships, decrease operating costs, and maximize business results.

"We've experienced improvements in our sales processes since the first day we started using Siebel CRM On Demand. In fact, we've gained the ability to handle an additional 3,500 calls in our sales environment per year, and we expect this number to increase further."

Andy Haffke
Director of Sales Operations,
LexisNexis

"To me, the magic of the tool [Siebel CRM On Demand] is that the reporting is just brilliant. Once you have customized your templates, you are talking about seconds to see what you want. The information is at your fingertips immediately."

Frank Arant
National Sales Manager, TechnoGym

Unlock the Value of Every Customer

Oracle's Siebel CRM On Demand is the most complete hosted solution for rapidly unlocking the value of customer information. It gives you sales automation, marketing automation, service automation, and more—all working together to help you manage your critical customer information so you can maximize business results. All delivered over the internet—so you don't need to invest in costly IT resources or prolonged deployment cycles. And all backed by the company that invented CRM and has an estimated 4.6 million satisfied users.

Siebel CRM On Demand helps you streamline the difficult processes of knowing who your customers are, what they need, and how they buy, so you can ensure that you have the right products or services at the right time and at the right price. And after your customers buy, Siebel CRM On Demand provides a closed-loop system that enables you to offer unmatched customer service, so those customers will buy from you again.

Plus, Siebel CRM On Demand features embedded business intelligence functionality that gives you a real-time snapshot of your customer relationships—at your fingertips, at all times.

Accelerate Business Results

Faster time to close. More revenue per deal. Lower cost per lead. Higher customer satisfaction. These are the kinds of tangible business results you get when you unlock the value of your customer information. With Siebel CRM On Demand, realizing immediate business benefits with your CRM investment has never been easier.

Siebel CRM On Demand is so intuitive and easy to use that your team will quickly make it part of its daily routine. In fact, even business users without a technical background can configure Siebel CRM On Demand—so as your business processes change, you can easily change Siebel CRM On Demand to support those changes.

Fact: Only Oracle owns the entire technology stack, from database to user interface to the hosting and management service itself—giving you a single point of control.

Reduce Cost and Complexity; Make Better Business Decisions

Not only does Siebel CRM On Demand offer the industry's most fully functional hosted CRM solution across sales, marketing, and service, but we've embedded business intelligence capabilities that help you make sense of your customer data. Siebel CRM On Demand goes beyond reports, enabling better business decision-making with a built-in data warehouse that gives you the ability to track both historical and real-time data.

With Siebel CRM On Demand's advanced analytics capabilities, you'll be able to drive more-informed decisions at all levels of your organization. Convert insight into action via interactive dashboards. Identify key business trends. Deepen business insight with custom reports. Compare business performance over time via the built-in data warehouse. All this is included with your Siebel CRM On Demand subscription at no extra charge.

Siebel CRM On Demand is the only hosted CRM solution with a built-in contact center, enabling the new wave of virtual call centers. In addition, Siebel CRM On Demand provides prebuilt industry solutions that dramatically reduce configuration costs and accelerate time to value.

And with Siebel CRM On Demand, you get a comprehensive set of flexible Web services APIs—based on extensible markup language (XML) and simple object access protocol (SOAP) standards—to enable custom integrations between Siebel CRM On Demand and other back-office applications. This dramatically reduces the cost and complexity of custom integration.

Benefit from the Oracle Advantage

You have already invested in Oracle Applications or are considering a new investment to automate your front- and back-office processes. With Siebel CRM On Demand, you can augment your Oracle implementation and drive dramatically increased front-office effectiveness with the most comprehensive on-demand CRM solution available today.

Only Oracle is fully accountable and can be completely responsive to your service needs. With Oracle, you benefit from partnering with the only CRM vendor that owns the entire technology stack—from user interface to underlying database to hosting facility—ensuring that you receive the highest levels of performance, scalability, and reliability.



In addition, Oracle's award-winning portfolio of subscription and managed applications has been rigorously tested. More than 1.7 million users at 2,200 organizations depend on Oracle to manage their critical business applications from Oracle, PeopleSoft, JD Edwards, and Siebel.

The Bottom Line

Rapid time to value. Proven business results. CRM leadership. These are the advantages you get with Oracle's Siebel CRM On Demand. Unlock the value of your customer information, starting today.

CONTACT US

For more information, call +1.866.906.7878
or visit crmondemand.com