

Contact Center Infrastructure

- CRM Integration—unifies contact center technology and CRM software, thereby delivering a complete customer-to-agent experience
- Multi-site—deploy centralized contact center technologies on a “single system” infrastructure shared by all locations, regardless of geographic location
- Virtual Call Routing—connect multiple sites and home-based workers with one infrastructure
- Multimedia Capabilities—automatic call distributor with skills-based routing of all media types
- Pre-Integrated—eliminate information silos
- Remote Supervision—monitor and coach agents from any location
- Web-based—thin-client user interfaces for agents, supervisors, and administrators

Who Has Siebel on Demand

- 9 of the top 10 global **telecommunications** companies
- 20 of the top 25 global **banks**
- 25 of the top 25 global **pharmaceutical** companies
- 19 of the top 20 global **high technology** companies
- 14 of the top 20 **life insurance** companies
- 3 of the 4 largest U.S. **railroads**
- 9 of the top 10 global **consumer goods** companies
- 18 of the top 25 global **energy** companies
- 10 of the top 15 global **automotive** companies



Siebel CRM is the world’s leading solution for maximizing the value of your customer relationships.

Terillium understands today’s demanding business environment, **lead or you fall behind**. Oracle’s Siebel CRM was designed for the rapid pace of change, so you can capitalize on the best opportunities for growth while ensuring maximum satisfaction levels for your customers. We offer a solution that will take your business processes along with our best practice solutions and leading software in Customer Management and help you achieve the higher revenue and lower operating costs you’re wanting. ■

Siebel CRM Highlight Section

Sales

- Oracle CRM On Demand Sales
- Mobile and Handheld
- Sales Analytics & Reporting
- Siebel Collaboration
- Quote and Order Capture
- Integrated with Microsoft Exchange Server
- Partner and Channel Management

Marketing

- eMail Marketing
- Marketing Analytics
- Web Marketing
- Events Management
- Loyalty Management
- Campaign/Dialogue Management
- Marketing Resource Management

Contact Center and Service

- Siebel Contact Center
- Oracle Contact Center Infrastructure
- Siebel Contact Center and Service Analytics
- Oracle CRM Call Center On Demand
- Siebel Field Service
- Siebel Help Desk
- Siebel Mobile Solutions

Contact Center Infrastructure

Technology

- Application Development Manager
- Application Response Measurement
- Business Rules
- Oracle Fusion Middleware Siebel Best Practice Center
- Handheld
- Remote and Mobile Web Client
- Server Sync
- Task-Based UI
- Test Automation
- Wireless

Customer Data Integration

- Universal Application Network
- Universal Customer Master
- Data Quality

Quote & Order Capture

- Deal Management
- Dynamic Catalog
- Product and Pricing Analytics
- Dynamic Pricer
- Product and Catalog Management
- Quote and Order Lifecycle Management

Self Service & eBilling

- Oracle Self-Service E-Billing
- Siebel eSales
- Oracle iStore
- Siebel eService
- Oracle iSupport

Partner Relationship Management

- Partner Analytics
- Partner Portal
- Partner Manager

Business Intelligence Applications

- Financial Analytics
- Human Resources Analytics
- Procurement and Spend Analytics
- Supply Chain and Order Management Analytics
- Sales Analytics
- Service Analytics
- Contact Center Analytics
- Marketing Analytics
- Business Indicators

Price Management

- Oracle Advanced Pricing
- Siebel Dynamic Pricer
- Deal Management

Social CRM

- Oracle Sales Prospector
- Oracle Sales Campaigns
- Oracle Sales Library

Why Siebel On Demand For Your Business

- Better manage your customers and/or opportunities
- Accurate and timely forecast
- Allows you to replicate best practices across your sales organization
- Lets you track top customers and spending history
- Ties into any existing software architecture
- “Action-able” insight into the business from your front office applications



Discover How Siebel CRM Technology Can Help You

Oracle offers a wide choice of integration and deployment options to ensure that your company receives the highest possible value from its technology investments—regardless of your preferred technology mix or deployment strategy.

- Siebel Application Development Manager
- Siebel Application Response Measurement
- Siebel Business Rules
- Oracle Fusion Middleware Siebel Best Practice Center
- Siebel Handheld
- Siebel Remote and Mobile Web Client
- Siebel Server Sync
- Siebel Task-Based UI
- Siebel Test Automation
- Siebel Wireless



Oracle's CRM product lines, particularly Oracle Siebel CRM, are among the leading solutions in almost every aspect of CRM technology, comprehensively outpacing all other competitors.

– Decision Matrix:
Selecting a CRM Vendor
(Competitor Focus), Datamonitor

Why Siebel

- #1 in CRM Applications
- Over 4.6 million CRM business users around the world
- Real-time Information
- Increase Productivity by synchronizing with Microsoft Tools such as Word, Excel, Outlook and Sharepoint
- Oracle invests considerable resources to deliver industry-leading CRM technology
- Oracle improves IT operations with the ability to configure CRM business rules once and deploy everywhere

Siebel CRM

- Empowers users
- Enable Responsiveness
- Ensure Value
- Integrates with Oracle CRM

Why Terillium

- Customer Testimonies
- Certified Advantage Partner
- Global Rollout Experience
- Recognized leader by Oracle
- Deep industry experience with over 100 Certified Consultants specializing in Oracle Products only
- Proven Ability to Execute, focused on repeatable implementation capability for Mid-Market Companies
- Years of experience proven success, and focus on client satisfaction
- Award winning software solutions
- Over 200 successful implementations

Why Oracle

Oracle's Siebel Customer Relationship Management (CRM) enables organizations to transform the customer experience. With solutions tailored to more than 20 industries, Siebel CRM delivers:

- Comprehensive CRM capabilities
- Tailored industry solutions
- Role-based customer intelligence and pre-built integration

Contact Us

■ For more information about Terillium products, visit www.Terillium.com or contact Matt Lesseuer, Vice President of Sales at (513) 621-9500.

