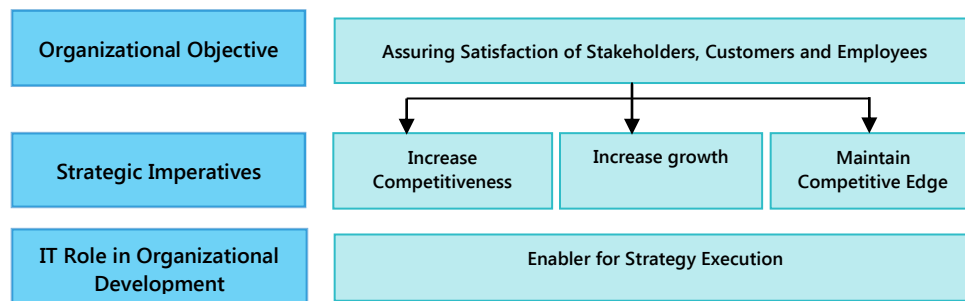


Minimize risk and maximize ROI with Siebel Support Services from Speridian

Your Siebel CRM Challenges

In a dynamic marketplace, your Siebel CRM platform needs constant adaptations to the ever-changing requirements for new information reports, exchanging information with other systems, various customizations and enhancements, patch management and database administration. This requires specific skill sets and a deep understanding of how business processes can be made more efficient by leveraging the capabilities of the CRM system. IT teams can face hurdles in meeting these objectives, considering the cost and effort involved. They have to perform the balancing act of keeping operational costs low for support and maintenance of the deployed solutions, while maximizing ROI and increasing efficiencies. By offloading the day-to-day support related activities, they can focus more on strategic initiatives to enable business growth.



As an Oracle CRM Specialized Partner, Speridian Knows Siebel

Our consultants work with your organization to provide Remote and/or onsite support and maintenance services for any CRM environment. We can help reduce your total cost of ownership and fast-track enhancements and upgrades to deployed solutions. Working closely with your functional and technical teams, we can help optimize your CRM system, and offer timely solutions to enhance user experience. We can help you with:

- Technical Documentation
- Enhanced UIs
- Report development
- Patch management
- Siebel Administration
- Module training
- Siebel functional testing
- Information exchange with other systems



Our 24x7 Support Helpdesk team can integrate with your existing Helpdesk system to offer cost-effective, high-end support operations. Moreover, you can also leverage the rich expertise and wide experience of our consultants attained from delivering and supporting multiple large, complex and successful Siebel implementation lifecycles across the globe.

Your benefits

- Optimize Return-On-Investment (ROI) and reduce Total-Cost-of-Ownership by outsourcing day-to-day Siebel maintenance, customization and enhancements

- Provide end-to-end service offering, post-implementation support, from administration to customizations and enhancements
- Leverage best practices for Patch Management and Application Administration to help reduce time and cost
- Quick access to varied skill sets for support services
- Weekly status reports and documentation

The Speridian Approach

We have a well-defined and proven methodology to seamlessly transition your organization's support requirements to our Support Services Group. Highlights of the methodology include:

- Conducting an assessment workshop with your Business Users and IT team to gather initial data and feedback on the implemented solution
- Conducting an audit of the database and hardware infrastructure to ensure optimal functioning and provide recommendations for further improvements
- Identifying gaps that may require customized solutions or enhancements to improve the user experience, or reports required for any functional areas
- Providing training for any deployed modules to new users, as well as refresher training to existing users
- Developing an Executive Roadmap for your technology investments

About Speridian – an award-winning IT services provider

Speridian maintains 300+ highly trained and experienced CRM experts, who are capable of providing our customers with cutting-edge technology solutions for sales, service and call center applications. Our clients across the globe have been leveraging their deep expertise in the Public Sector, Financial Services, Healthcare, Manufacturing and Telecommunications verticals to solve the most complex problems in their various lines of business.

Uniquely qualified leading global solutions provider for:

- CRM:
- Contact Centers
- Members, Providers, Billing, Eligibility, Claims, Grievances & Appeals
- SOA
- Master Data Management
- Analytics & Business Intelligence

Maintaining consistent high growth during the last 6 years, Speridian has won several key awards pertaining to our areas of our operation, including Inc., Magazine's '500 Fastest Growing Private Companies', the U.S. Department of Commerce's '2010 Regional Minority Enterprise Development Award for Global Technology Firm', the 'New Mexico Flying 40 and Fast Tracker' by the New Mexico Business Weekly.



Please visit www.speridian.com and feel free to contact us if you need any further details in this regard, or if you would like to discuss your current challenges and options with us.

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