

Migration of Siebel Application from Siebel 7.5 to Siebel 8.0 for a US tier 1 telecom provider

Customer Requirement

The client wanted to optimize and unify the business processes, across 15 countries (3 continents) with approximately 300 users, thereby enhancing the marketing, sales & service effectiveness and have single customer view. There was a need to support 32 products and bundles with complex business and pricing rules.

Xavient's Role

Xavient partnered with the client to:

- Define common business process to support the customer life cycle.
- Provide enhanced capabilities for marketing, sales and servicing by increasing data integrity across customer life cycle using Siebel as the key technology tool

Client was using Siebel 7.5 with limited functionalities. Xavient successfully completed migration of Siebel Application from Siebel 7.5 to Siebel 8.0 to leverage on Siebel's new technology and to implement additional business & technical requirements. We were responsible for end-to-end implementation of projects which included requirement analysis, technical design, development, deployment, user training, post deployment support and documenting process manuals.

Business Benefits

- Through the CRM program the client enhanced capabilities for marketing, sales and service functions by increasing data integrity across customer life cycle using Siebel as the key technology tool.
- Leveraged technology enablers to integrate all resources and deliver the desired experience, through multiple customer/owner touch points.

About Xavient:

Xavient Information Systems, HQ in Simi Valley, CA is a major provider of global IT and engineering services and solutions focused on the telecommunication industry. Xavient's array of IT services include strategic consulting across product & vendor evaluation, business process re-engineering, outsourcing & off-shoring; product implementation & support; custom solution development and IT professional services.