

Robert Ponder

# Telco Siebel IP<sub>19</sub> Upgrade Return on Investment

OR  
SII



# Telco Background

- APAC based company
- Very distinguished and well-loved brand
- Unable provide company name
- Direct broadcast satellite service provider
- Over 22 million subscribers

# Telco Siebel Background

- Upgrading from a very old version of Siebel 7.8
- Telco's upgrade more complex since Siebel is **mission critical** for their business
- Order Capture, Field Service and Call Center
- 24 x 7 uptime requirement

# Business Challenges

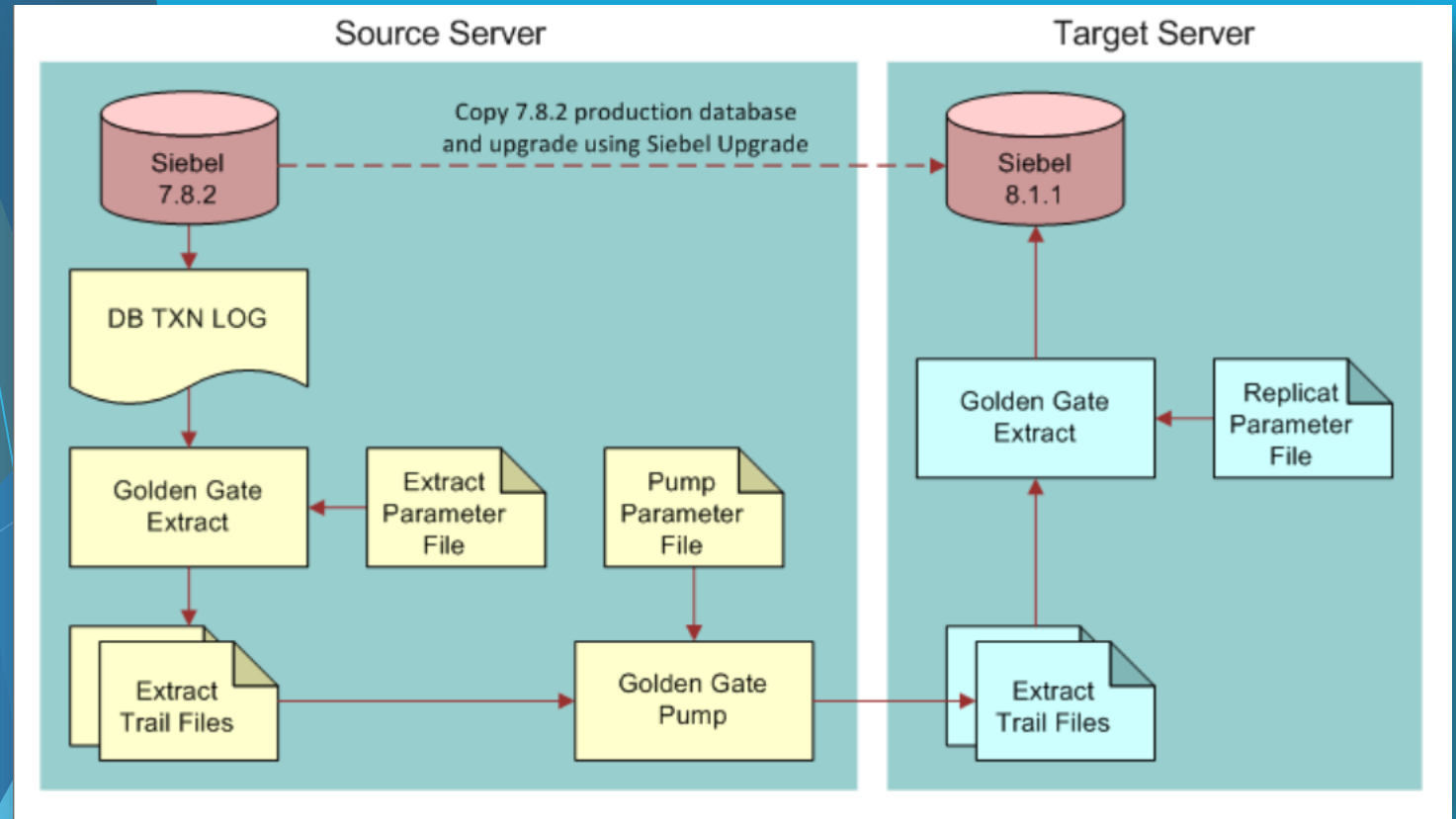
- Very old Siebel platform was costly and difficult to support
- Current Siebel version tied to ActiveX technology
- Forced to use old version of Internet Explorer
- Training new call center users takes nearly a month!

# What Happened On This Upgrade

- ▶ Upgrade scripts hit a few SQL errors
- ▶ Large number of merge conflicts related to XMLP (BIP)
- ▶ Some aggregate categories missing
- ▶ Some mangled applets where OOTB was heavily modified
- ▶ eScript ST conversion
- ▶ Workflow process issues

# Zero Downtime Upgrades

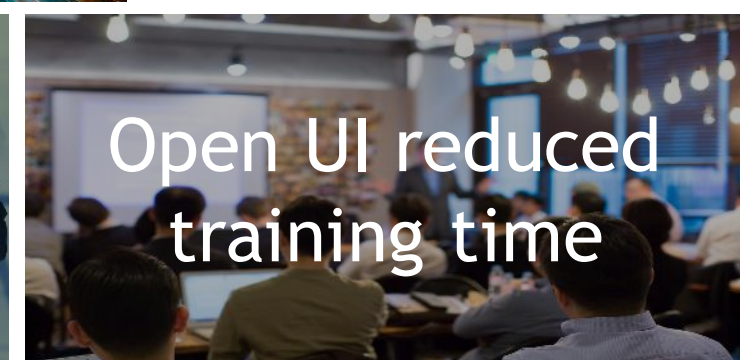
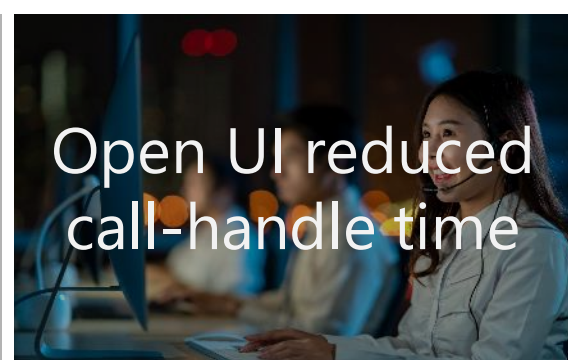
- GoldenGate used to avoid big bang go live
- Helped avoid go live risks
- Performed three dry runs
- Went live on third dry run



# Return on Investment

- Move from Sustaining Support to Premier Support
- Adopted Google Chrome as new browser
- Reduced call handle time with Open UI
- Reduced training time with Open UI

# ROI at a Glance





Q & A

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