SPINNAKER
SUPPORT

Siebel CRM
Managed Services & Consulting

OVERVIEW

For more than a decade, Spinnaker Support has been one of the most trusted providers of third-party support, managed services, and consulting for Oracle Siebel CRM. We service Siebel releases 5.x through 8.x, and have no term limitations on support, regardless of whether Oracle has declared an End of Life to a release.

With Spinnaker Support managed services, we augment or assume complete responsibility for a range of IT operational functions and/or day-to-day technology management. We offer four distinct packages of managed services that cover your ongoing needs related to Siebel. Customers trust us to keep their applications running smoothly, securely, and in compliance, and to help them navigate from on-premise to hybrid to cloud.

SUPPORTED VERSIONS

- Oracle Siebel CRM Release 5.x, 6.x, 7.x, and later

SUPPORTED PRODUCTS

- Siebel Sales
- Siebel Analytics
- Mobile
- Siebel Marketing
- Dynamic Catalog
- Commerce Analytics
- Dynamic Pricer
- Quote & Order
- Siebel Contact Center
- Service Analytics
- Field Service
- Help Desk
- Mobile Solutions
- Social
- CRM Technology (all)
- Industry Solutions (most)

TODAY'S CHALLENGING ENVIRONMENT

To keep their Siebel applications operating at peak performance, enterprises are seeking better and more cost-effective external services and resources. You want services like around-the-clock performance monitoring, improved IT function and application management, and the smooth functioning of interoperable systems — all while building a bridge between your legacy and future technologies.

Now imagine that service, support, and advice is available when you need it and how you need it — from a single vendor at a reasonable price. Imagine gaining the staffing and Siebel expertise you want without getting locked into expensive, ever-expanding projects.

That's Spinnaker Support.

> "
> We like the ease of use, the ease of opening tickets, and the ability to escalate when needed. Spinnaker Support often responds within two minutes of our logging an issue, and the support skill set with Spinnaker has been so much better than our previous provider.
> "
>
> Craig Greenholt, ITC VMO & IT Infrastructure Architect, Lexmark

SPINNAKER SUPPORT'S MANAGED SERVICES FOR SIEBEL CRM

Spinnaker Support's managed services and skill sets encompass virtually every Siebel enterprise product and the entire surrounding technology environment. These services include application management, application development, and infrastructure operations and management. Spinnaker Support can help to augment your staff, fill capability gaps, and improve your overall operability, often with less expense.

We have built and retained a large knowledgeable team of Oracle experts to address virtually anything in Siebel. Our resources are located in each of our international operations centers, where they support 14 languages for customers in 104 countries around the globe.

COMPREHENSIVE SERVICES
ITIL-centric services, customized for your applications and operations

DELIVERED AS NEEDED
Responsive services provided 24/7/365, remotely or on-site

GLOBAL ENGINEERING TEAM
Level 2 and 3, with average 19 years experience on Siebel

ESCALATION: WHEN REQUIRED
Ability to bring in expert Level 4 staff if required

'LIFETIME' SUPPORT FOR SIEBEL
Optimizing database performance and uptime for as long as you need

ADDITIONAL ASSISTANCE AVAILABLE
Third-party software support or consulting options if required - from a single provider

SPINNAKER SUPPORT
MANAGED SERVICES PACKAGE

Spinnaker Support offers four mix-and-match packages that represent specific sets of managed services. Customers can select one or more of these to suit their operational needs. The On-Demand package is an a la carte approach to support additional application, environment, and staffing needs.

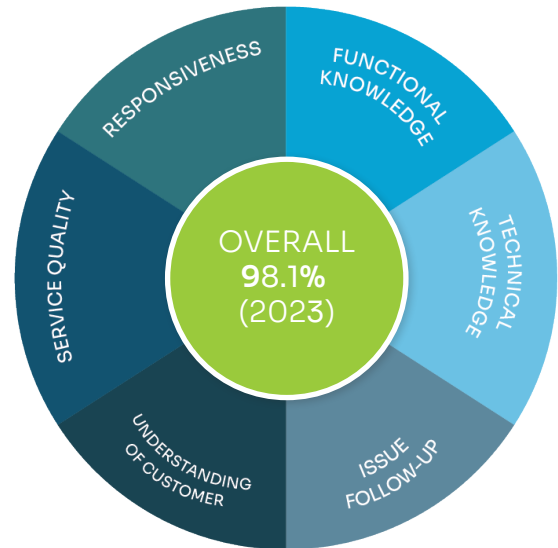| PACKAGE	NEED	SERVICES
Monitor & Advise	You want to outsource proactive, around-the-clock performance monitoring with immediate notification of performance issues your internal staff should address.	• 24/7 Performance Monitoring • Log Tracking • System Health Checks • Issue Triage and Advisory • Timely Reports
Monitor & Operate	You want to outsource around-the-clock performance monitoring and the day-to-day management of your basic IT operational functions and technologies.	• All Features of Monitor & Advise Package • Fast Issue Response – Level 2 • Siebel User Administration • Backup and Recovery • Siebel File System Health • Siebel Log Health Review • Component Restarts • Perform Deployments • Performance Management
Managed XaaS	You require managed services for your next-generation XaaS solutions, whether enterprise applications or infrastructure in the public cloud (IaaS) or as Software as a Service (SaaS).	• SaaS Managed Services • IaaS Managed Services
On-Demand	You want assistance beyond what is covered in other packages. This flexible, a la carte approach to managed services supports additional application, environment, and staffing needs.	• Parameter Changes • Component Changes • Configuring New Components • Small Configuration Changes • Patching / Upgrades • Performance Tuning • Configuration Review • Integration with Third-Party Products • Database Assessments • Data Management • And More...

SPINNAKER SUPPORT CONSULTING SERVICES

When the need arises for external assistance on high-impact and time-intensive projects, Spinnaker Support can help. In addition to our third-party support and managed services, we provide project-based consulting services, including:

- Planning and project oversight for migrating to a different CRM platform
- Consulting engagements for Pre-Open UI or Post-Open UI
- Planning and project oversight for upgrading to newer Siebel innovation packs

HIGHEST RATED CUSTOMER SATISFACTION

In our 2023 customer survey, we reported a record 98.1% overall satisfaction.

RESPONSIVENESS
FUNCTIONAL KNOWLEDGE
TECHNICAL KNOWLEDGE
SERVICE QUALITY
OVERALL 98.1% (2023)
UNDERSTANDING OF CUSTOMER
ISSUE FOLLOW-UP

ABOUT US

Founded in 2008, Spinnaker Support is the only vendor to deliver a unique blend of third-party support, managed services, and consulting for Oracle and SAP. Customers consolidate their service needs with Spinnaker Support and trust us to keep their enterprise applications running at peak performance while helping them navigate from on-premise to hybrid to cloud. Spinnaker Support's award-winning blend of services span Oracle E-Business Suite, JD Edwards, Siebel, Oracle Database, Oracle Technology and Middleware products, Hyperion, Demantra, Agile PLM, ATG/Endeca, and more.

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