



SIEBEL CRM THIRD-PARTY SUPPORT

SPINNAKER
SUPPORT
spinnakersupport.com

Overview

Spinnaker Support is the leading global provider of third-party support and managed services for enterprises running Oracle Siebel CRM. Spinnaker Support's third-party Siebel software support replaces Oracle's annual maintenance and support. Third-party support is always at least half the cost of Oracle support, is highly personalized, and provides more services through an assigned support team.

When switching to Spinnaker Support, Siebel CRM customers gain more comprehensive and responsive services, save an average of 62% on support fees, and can remain on their current software release indefinitely. Customers trust us to keep their Siebel applications running smoothly, securely, and in compliance, and to help them navigate the journey from on-premise solutions to hybrid to cloud.

Supported versions:

Oracle Siebel CRM releases 5.x through 8.x and IP17+ up to the latest monthly release

Supported product areas:

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	Industry solutions (most)



Today's support challenges

Software support is a mandatory expense, but not one that should strain your budget. It's critical to have a safety net available to handle unplanned application issues, and that service should be fairly priced.

In recent years, Oracle support has unfortunately devolved into a self-service model with slow response times, adding little value to organizations running stable software and systems. Already expensive, the cost of this service continues to grow at a rate of 2-4% per year.






Now imagine how support *should* be.

You deserve to have a team of skilled engineers in your corner, who know your business and applications environment, and respond to your support tickets within minutes — whether for customized code, interfaces, interoperability concerns, or even general inquiries. To have reasonably priced Siebel support, services, and advice that are available when and however you need them.



Spinnaker Support: your support solutions

Spinnaker Support replaces Oracle's ongoing Siebel support in a proven, secure, and smart way — delivering superior support more efficiently and at a dramatically reduced price. We support versions 5.x through 8.x and IP17+ and have no term limitations on support, regardless of whether Oracle has declared an End of Life to a release.

-  **Responsive service**
Responses in < 15 minutes, from Level 4 senior support engineers
-  **Comprehensive support**
Covers security, custom code, interoperability, tax & regulations, and more
-  **Immediate cost savings**
Average 62% hard savings, with more soft savings possible
-  **Flexible commercial terms**
Pay for licenses you use, modify scope as business conditions change
-  **Additional assistance available**
If desired, receive a tailored set of managed services and consulting

Supported industries

- Aerospace
- Communications
- Defense
- Financial services
- High technology
- Manufacturing
- Public sector
- Universities
- And more...

Third-party Siebel CRM support includes:



Break / fix support

Keep your enterprise applications running with swift responses, ISO-certified processes, and diagnostic services, product fixes, and/or operational workarounds for standard and custom code and integrations (interoperability).



General inquiry for supported products

For supported products, we answer general inquiries related to the usage and configuration of standard (out of the box) software, tools, and applications.



Security & vulnerability management

Through proven processes, security products, and a staff of industry experts, we continually investigate issues, harden and protect your application environments, and deliver timely fixes, patches, and remediations.



Technology advisory services

We offer unbiased and proactive technology-advisory services to coach you as you advance through your IT and innovation roadmap, including virtualization, cloud migration, and upgrade support.

Spinnaker Support: The global team

We have built and retained large, knowledgeable teams of support engineers, managed service specialists, and consultants to address virtually anything Siebel. Spinnaker Support engineers have an average of more than 16 years of experience. Working out of eight regional operations centers, our team supports Siebel 5.x through 8.x and IP17+ up to the latest monthly release, as well as related technologies. These engineers fill your knowledge gaps, ease your staffing constraints, and provide expert assistance for complex database issues.

Prior to leaving Oracle Support, our customer success team leads all new customers through a phased, collaborative onboarding process that's designed to ensure a smooth transition to Spinnaker Support. This includes a well-planned and compliant archiving process.

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 skillset with Spinnaker Support has been so much better. Early on, we had a problem with Siebel that we had not been able to fix for over a year. After transitioning, Spinnaker Support just jumped in and resolved it.

— Craig Greenholt, ITC VMO & IT Infrastructure Architect, Lexmark



**To learn more, please
talk to a Spinnaker
Support representative.**

About us

Today's leaders are navigating an increasingly uncertain and ever-changing world. They can't be held back by restrictive, ineffective, or complicated software systems as they move their organizations forward. Spinnaker optimizes software ecosystems through services designed for sustainable transformation, maximizing software investments and freeing up the capital and resources leaders need to navigate the future with certainty.

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