SIEBEL CRM MANAGED SERVICES AND CONSULTING

SPINNAKER SUPPORT

spinnakersupport.com

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 IP17+ up to the latest monthly Siebel CRM Updates and have no term limitations on support, regardless of whether Oracle has declared an End of Life to a release.

Spinnaker Support's managed services augments, or assumes, 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, as they relate to Siebel. Customers trust us to keep their applications running smoothly, securely, and in compliance, and to help them when they want to migrate their applications to the cloud.

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. They 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 their legacy and future technologies.

Imagine gaining the staffing and Siebel expertise you desire without getting locked into an expensive and ever-expanding project roadmap. At Spinnaker Support, service, support, and advice is available however and whenever you need it through a reasonably priced and experienced vendor.

Spinnaker Support's managed services for Siebel CRM

Spinnaker Support's managed services and skillsets encompass virtually every Siebel enterprise product and its entire surrounding-technology environment. These services include application management, application development, and infrastructure operations and management. Spinnaker Support can help 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 customers in 14 languages, from 104 countries around the globe.

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)

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 16+ 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

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

Spinnaker support managed services packages

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 supporting additional application, environment, and staffing needs.

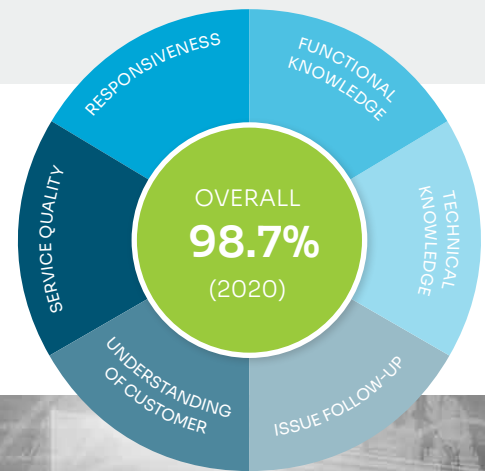| PACKAGE	NEED	SERVICES
Monitor and advise	You want to outsource proactive, around-the-clock performance monitoring with immediate notification of performance issues your internal staff should address.	• 24/7 Performance monitoring • Log tracking • System health checks • Issue triage and advisory • Timely reports
Monitor and 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

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 annual customer satisfaction survey, we reported a record 98.6% overall customer satisfaction. Survey results are based on more than 500 customer responses.

RESPONSIVENESS
FUNCTIONAL KNOWLEDGE
SERVICE QUALITY
OVERALL
98.7%
(2020)
TECHNICAL KNOWLEDGE
UNDERSTANDING OF CUSTOMER
ISSUE FOLLOW-UP

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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