

# Transitioning from Siebel to Oracle CX

If there is one thing we know from the evolution of technology, it is that every technology, no matter how robust, becomes obsolete or evolves into a modern variant, at one point of time or another. We moved from flip phones to smartphones, are moving from petrol power to electric power and so on and so forth.

On a similar front, we are experiencing a **paradigm shift** with Siebel, which has been ruling the CRM industry for over 2 decades now. **Siebel is gradually being integrated into Oracle's Modern CX** to make way for an omnichannel experience which puts the customer in the driver's seat. Oracle's Modern CX is gaining tremendous popularity in providing Cloud solutions to industries which until now had been using Siebel's OnPrem systems.

## Challenges with the current system

- ◆ High maintenance costs for the OnPrem system infrastructure
- ◆ Siebel is a stand-alone OnPrem system
- ◆ Multiple licenses are required to maintain the system's functionalities and new licenses are needed to access additional features
- ◆ Cumbersome customer experience
- ◆ High sales-cycle time and lack of real-time analytical insights

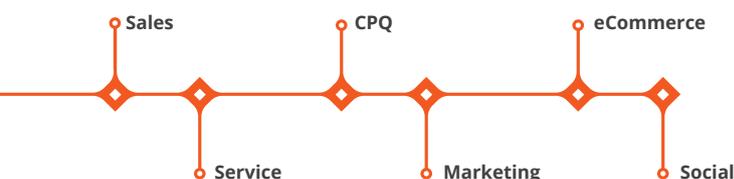
## Solutions using Oracle CX

- ◆ Oracle CX is a cloud service and has 0 infrastructure maintenance costs
- ◆ Moves services to the cloud while continuing to provide support for Siebel
- ◆ Huge reduction in the number of licenses required for implementation to ensure that operating costs are lower
- ◆ Interactive customer experience which provides a 360\* view to the customer
- ◆ 50% reduction in sales-cycle time and better real-time analysis

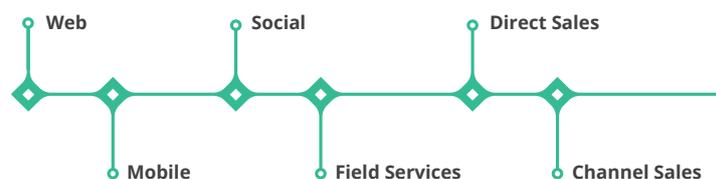
## Why Modernize Siebel?

Oracle CX Cloud Solutions are capable of supporting the existing Siebel systems in addition to providing several other ingenious functionalities. This eliminates the need to employ the traditional "rip-and-replace" methods, leading to substantial time and cost savings. Also, Oracle CX's support for Siebel enables it to run on any form factors, hence improving its reach.

## Oracle CX Cloud Portfolio



## Our Services



Talk to us



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