

FACT SHEET

ORACLE PRACTICE: SIEBEL SERVICES

CRM CANNOT BE APPROACHED AS A TACTICAL EXERCISE IF IT IS GOING TO GENERATE POSITIVE EFFECTS AND RETURNS. IN ORDER TO SUCCEED, IT NEEDS TO BE DRIVEN BY STRATEGY AND A HIGH LEVEL OF ATTENTION TO THE KEY PERFORMANCE METRICS AND HUMAN FACTORS THAT DRIVE A BUSINESS.

BENEFITS

Fujitsu America has a proven record of helping businesses automate via integration, thereby improving upon their processes by implementing state-of-the-art CRM solutions.

STRATEGIES AND SOLUTIONS TO ACHIEVE OUTSTANDING CUSTOMER RELATIONSHIP MANAGEMENT

At Fujitsu America, we recognize that Customer Relationship Management (CRM) coupled with Oracle® Business Intelligence (OBIEE) and integration with Enterprise Resource Planning (ERP) systems is not only a solution but — more importantly — a business strategy.

As a leading IT professional services firm, Fujitsu America has developed and nurtured strategic alliances that allow us to provide our clients with consistently superior service and delivery of world-class CRM solutions. A CRM solution today can no longer exist in isolation; integration between CRM and other business operations such as social networks, has become paramount for success in knowing, reaching and satisfying customers. Using the correct toolset to connect these systems is equally important. With a strong focus on ERP, CRM, Business Intelligence (BI), Supply Chain Management (SCM) and eBusiness solutions, Fujitsu America is positioned to engage and leverage our years of experience, providing our clients with comprehensive solutions.

One such example is the Fujitsu Healthcare Customer Feedback Management solution. It is an integrated and aligned deployment that utilizes Siebel CRM On Premise or Oracle CRM On Demand to enable healthcare organizations to handle grievances and appeals throughout the entire lifecycle.

OUR STRENGTHS

- Successful track record of turnkey implementation and upgrade engagements
- Oracle CRM On Demand Partner
- Dedicated certified resources with proven domain expertise and industry experience



- Experience with implementing industry leading best practices within Oracle ERP and CRM
- Industry-specific solution repository
- Global delivery model that utilizes the optimal mix of on-site, off-site, nearshore, and offshore resources
- World-class MacroScope® methodology and proven delivery model
- Offshore and development centers in India that utilize a comprehensive Quality Managed System based on ISO 9001:2008, ISO 27001:2005, SAS 70, CMMI V1.1 and PMBOK® and are a fully integrated part of our business

OUR SERVICE OFFERINGS

- Pragmatic and achievable strategy definition
- FIT/GAP Assessments and package-enabled re-engineering
- Process discovery and business process assessment
- Implementation Services
- Upgrades/re-implementations and migrations
- Services for Oracle CRM On Demand

- Organizational change management and training
- Fusion and other emerging technology services
- Oracle database implementation, installation, upgrade and optimization services
- Managed Services
- Hosting Services

OUR ONDEMAND QUICK START PROGRAM

Our offering allows you to choose a SaaS Siebel implementation and deployment model to quickly get up and running on an Oracle CRM solution with a fixed price and a fixed duration implementation. This offering enables mid-market companies to achieve desired results at the right price by implementing Marketing, Sales, or Service solutions that can be tailored to meet growth needs.

FUJITSU AMERICA HIGHLIGHTS

- Oracle Global Diamond Partner
- Oracle CRM On Demand Partner
- Recognized as a 'LEADER' in the "The Forrester Wave": Oracle Service Providers, Q2 2011 (May 20, 2011)
- Received 'Honorable Mention' for the solution in the Consumer & Retail Industry category at the Oracle Titan Award Ceremony (2011)
- Received 'Honorable Mention' for the solution in the Supply Chain Management category at the Oracle Titan Award Ceremony (2010)
- Received 'Honorable Mention' for the solution in the Manufacturing and Distribution category at the Oracle Titan Award Ceremony (2010)
- Business Intelligence (BI) assessment and strategy definition
- Experience with full suite of Oracle BI/Data warehousing solutions
- Extensive experience in Oracle applications and integration with upcoming technologies
- Proven expertise in Oracle Fusion Middleware suite of Products
- Oracle edge products distinction
- Industry specific solution repository

- Thought Leadership – Results driven innovation; domain and vertical centers of excellence
- Industry-leading project management methodology – MacroScope®
- Experienced hire model and excellent resource pool
- Global delivery model with Oracle expertise in several countries
- Indian operations that utilize a comprehensive Quality Management System (QMS) based on ISO 9001:2008, ISO 27001:2005, SAS 70, CMMI V1.1 and PMBOK®

For more information about Fujitsu Oracle solutions, please contact:
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ABOUT FUJITSU AMERICA

Fujitsu America, Inc. is a leading ICT solutions provider for organizations in the U.S., Canada and the Caribbean. Fujitsu enables clients to meet their business objectives through integrated offerings including consulting, systems integration, managed services and outsourcing for enterprise applications, data center and field services operations, based on server, software, storage and mobile technologies. Fujitsu provides industry-oriented solutions for manufacturing, retail, healthcare, government, education, financial services and communications sectors

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