



# SIEBEL



**TASMEA**  
INFORMATION TECHNOLOGY SOLUTIONS



TASMEA's Siebel Practice is built on business domain expertise coupled with best business processes, integration know-how and phased Implementation approach and this ensures that our clients realize immediate ROI from their Siebel initiatives.



## Focus

TASMEA specializes in providing consulting services across the entire range of Siebel™ eBusiness Applications and provides true end-to-end services. Our Siebel expertise spans the Enterprise, Mid-Market, Industry and .Com products of the Siebel™ eBusiness Application suite. As you undertake a Siebel™ initiative, to be successful, you need a partner who can provide a clear and decisive plan to address the complex process, people and technology issues. Our Siebel™ and CRM focus enables us to add value at each stage of an implementation.

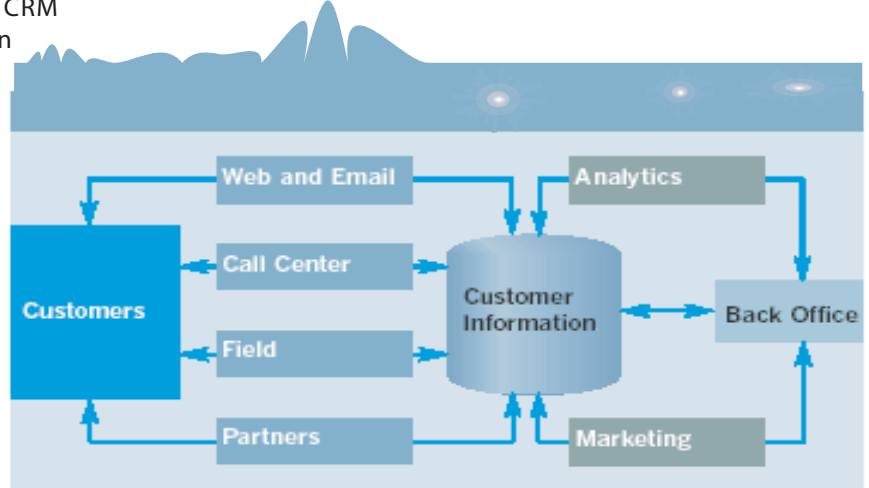
## Technical Depth

Successful Siebel™ implementations require strong technical expertise ranging from high-level architectural support to implementation back up strength. We have the Siebel™ technical experts to guide you through all phases of an implementation - pilot rollouts, production deployments, systems and data integration, systems administration and post-implementation support. Our Siebel™ consultants are continually trained and certified on the latest Siebel™ eBusiness products and have extensive experience in Siebel™ Installation, Application Customization, Application Upgrades and Application Integration. With prior Client-server development experience and exposure to the latest software technologies our consultants bring the necessary technical skills to implement technically challenging systems that require more than just customization of the Siebel™ Applications.

Using our proprietary Capability Models™, we assess your business operations against industry best practices, focusing on all customer facing business processes,

## Approach

A successful Siebel™ Implementation is more than just a technological solution. It is a strategic initiative to improve customer satisfaction and gain competitive advantage. TASMEA uses a holistic approach that combines strategic vision, functional expertise and technical competence. We will work closely with you and provide the technical depth that is required to build, deploy and support Enterprise wide Siebel™ systems.



organization responsibilities and related technology. Based on this assessment, we work with you to identify areas of potential and a long-term roadmap, which provides a dashboard for management to make ongoing decisions about the projects during their lifecycle. We have performed assessments and created strategies in areas such as Marketing (e.g. Marketing Strategy and Customer

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## Expertise

### Siebel™ Enterprise Applications

- Sales
- Service
- Field Service
- Marketing
- Call Center

### Siebel™ MidMarket Applications

- Sales
- Service
- Call Center

### Siebel™ Industry Applications

- Communications
- Finance,
- Consumer Goods
- Pharmaceutical

### Siebel™ .COM Applications

- eSales
- eService
- eChannel
- eFinance

## Implementation Services

TASMEA offers services to support you in all stages of a Siebel™ Implementation- Analysis, Requirements Gathering, System Architecture Design, Solution Design, Development, Integration, training and Deployment of integrated web-enabled Siebel™ systems. Our CRM experts help you by customizing the services to your environment. With over 50 trained and experienced Siebel™ consultants and experience across the various Siebel™ Product Lines we have the comprehensive Process, Functional and technical skills required for successful Siebel™ rollouts.

## Rapid Implementation Services - RapidStart

For organizations with limited eCRM budgets looking for a quick return on investment, we offer Rapid Siebel™ Implementation Service packages. These service packages are also suitable for organizations looking to enter new markets or launch marketing campaigns that need rapid implementation. Organizations undertaking large Siebel™, initiatives could benefit from using RapidStart to jump-start a multi-phase implementation and provide a test system for a group or division of users. This will enable the organizations to fully understand the product functionality and allows for easier acceptance and usage of the system by end-users.



## Siebel™ 7 Upgrade Assessment Service

A two week Upgrade Assessment of the existing Siebel™ environment and IT infrastructure resulting in a well scoped and defined roadmap for your upgrade.

## Upgrade Services

As Siebel™ continually adds new functionality and features to its products suite with each new version, clients need a reliable partner who can help them protect their investment in Siebel™, while helping them quickly realize the benefits offered by the new Features and Modules. We have assisted several clients Upgrade from different versions of Siebel™ and employ Best Practices to address the Process and Technology issues to ensure smooth transition. TASMEA can help evaluate the benefits offered by the added Features and Modules in the new releases. Siebel™ 7 which is the seventh major release offers significant new functionality and we are currently offering Siebel™ 7 upgrade services.

## Integration Services

Corporations today deploy best-of-breed application software for different business requirements and with significant investments in Back-office, Front office, eCommerce and legacy applications must seamlessly integrate all the systems in order to derive maximum benefit. Organizations are further looking to integrate their systems with the systems of their customers and partners in efforts to create new revenue opportunities and competitive advantages. TASMEA has competency in a variety of EAI and Middleware Products and solutions and can assist organizations in their Siebel™ eBusiness Application Integration needs using Siebel™ EAI, Vitria and TIBCO. Every major Siebel™ Implementation involves some level of systems integration. TASMEA's Architects and Technology experts implement complex solutions involving packaged software and integration with several different data sources. We also have competencies in Voice and wireless data applications and development platforms. By wireless or VoIP enabling their Siebel™ systems, organizations can provide real-time, wireless information to mobile personnel. This could be access to specific customer information, product details, pricing, forecasts, new opportunities, customer/product service agreements, service requests etc. TASMEA combines this competence with our extensive Siebel™ expertise in offering integration services the will help organizations take advantage of the wireless opportunity and derive greater value from existing Siebel™ implementations.

## Migration Services

TASMEA can help clients plan and size their migration effort. We provide a Data Migration Assessment (DMA) that includes a week of investigation and analysis, followed by detailed migration recommendations. The DMA will demonstrate data migration of specific Application Data into Siebel™ and help evaluate Siebel™ functionality and Product Features with your existing Data.

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