

NOETIX CORPORATION NOETIXVIEWS INTEGRATION WITH SIEBEL CRM



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Bringing Data into View

Empowers Siebel CRM Users to Answer Their Own Business Questions

Company Overview

Noetix automatically generates metadata from Oracle E-Business Suite, Oracle's Siebel Customer Relationship Management, and Oracle's PeopleSoft Enterprise applications, enabling immediate access to data. More than 1,400 customers worldwide use Noetix to quickly generate the ad hoc operational reports needed for critical business decisions.

Integration Overview

Noetix understands that no two Siebel implementations are alike. Each customer has its own set of customer relationship management (CRM) requirements and configures its Siebel business applications to best support these requirements. In addition, these requirements often change over time, necessitating ongoing modifications to each Siebel configuration.

The situation is much the same for operational reporting. Siebel provides a one-size-fits-all set of operational reports designed to address customers' reporting needs. These reports are a good starting point, and many customers spend a considerable amount of time and money customizing these reports and developing new ones to address the needs of their business.

Noetix changes all that by offering an innovative approach to operational reporting. Noetix uses its patented technology to automatically generate thousands of business views and prebuilt reports for each customer's specific configuration of Siebel—all in a matter of days. By automating the process of creating and maintaining a customer's Siebel reporting environment, Noetix saves time, requires fewer resources, and gives business users immediate access to all their Siebel data.

Integration Details

During the installation process, Noetix captures all the field and column labels from the customer's Siebel screens—including all customizations—and uses this information to automatically generate thousands of ready-to-use, customizable business views and prebuilt reports.

INTEGRATED WITH



SIEBEL CUSTOMER
RELATIONSHIP MANAGEMENT

Through the Oracle PartnerNetwork Application Integration Architecture for Partners Initiative, partners with validated integrations are able to provide customers with standards-based product integrations, tested and validated by Oracle. Customers benefit from improved risk management and smoother upgrade capability, leading to a lower total cost of ownership and greater overall satisfaction.

Availability

In the U.S. and Canada, please call +1.866.466.3849.

In Europe, please call +44 0(20) 8610 6023

Support

Noetix provides a full range of services, including consulting, managed services, education, and customer support.

Learn more at www.noetix.com/Services

With Noetix, sales, marketing, and customer service users can

- Make informed, data-driven business decisions with an ad hoc, Web-based query tool
- Create, customize, schedule, and distribute their own reports without getting IT involved
- Leverage Noetix's dynamic integration with Microsoft Excel, the reporting tool of choice for most business users

In most IT departments, requests for custom reports can create a backlog for extended periods of time. Noetix reduces the time and expense of custom report development by up to 90 percent by using patented Noetix MetaBuilder technology.

With Noetix MetaBuilder, IT can

- Generate thousands of business views and prebuilt reports in a matter of hours (using NoetixViews) that reflect the customer's latest configuration of Siebel
- Leverage Siebel's security model so that users, without further setup, can immediately access the same data through Noetix that is available in their Siebel applications
- Set up separate reporting environments for development, testing, and production
- Dynamically synchronize the Noetix reporting environment with the Siebel applications environment from configuration to configuration and version to version

Noetix Environment

NoetixViews for Siebel CRM, Version 2.5 SP1

Microsoft SQL Server 2005, Microsoft SQL Server 2000

Noetix Platform, Version 5.5 SP2

Oracle Environment

Oracle's Siebel Customer Relationship Management 7.8

Oracle Database

For additional information about partnering with Oracle, please contact opninfo_us@oracle.com or visit www.partners.oracle.com.

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