



## Siebel Upgrade Project

**The Client:** A major US based Property and Casualty Insurer

**The Need:**

- Upgrade Siebel Financial Services Version 8.0.0.3 to Version 8.1.1.2.

**Challenges:**

- Project Schedule 24 Weeks
- A thorough analysis and understanding of Siebel Financial Services Version 8.0.0.3 and the newer Version 8.1.1.2 prior to upgrade
- To establish a seamless platform for communication between several technical teams such as the Siebel Development, Integration Team, Web Applications Team, Testing Team and Production Support Team spread across different time zones
- Environment specific upgrade methods
- Improving the effectiveness and performance by incorporating the latest Siebel features
- Handling different Siebel Objects during upgrade
- Managing pending business transactions and in transit data
- Migration of application level customizations
- Database preparation and tune up during different phases of the upgrade
- Parallelize independent tasks
- End-To-End Verification and Validation during the post upgrade phase
- Siebel Patch Management



### **The Solution:**

- Leveraged In-House System set up to run a test upgrade of the targeted Siebel CRM Application. This augmented us towards understanding the Application Specific Issues and solutions
- After the successful test upgrade, Client was given a walkthrough on the upgraded application prior to the actual upgrade, which gave them a sense of the upgraded version and helped set expectations
- Down Time of the Production Environment for upgrade was reduced by optimal choice of upgrade processes, parallel processing and a well coordinated approach
- All the issues were resolved either through a Quick Fix supplied by Oracle Support or Code change or migration or through optimization

### **The Benefits:**

- The upgrade was completed successfully within the stipulated timeframe with minimum down time
- The users were able to continue using the system without issues from day one after the upgrade
- The customer has been able to leverage new capabilities with the latest version of Siebel CRM