



**Supported Siebel Releases:**

- Product Lines: ALL
- Releases: 5.x, 6.0.x, 6.3.x, 7.0.x, 7.5.x, 7.7.x, 7.8.x and 8.x

**Rimini Street Advantages:**

- Save 50 percent in annual support fees
- Named, regional Primary Support Engineer
- 24/7/365 support with 30 minute or less response
- Global coverage: multilingual resources and offices in North America, Europe, and Asia
- Application fixes
- Support for customizations, interoperability, and performance tuning
- No forced product or platform upgrades
- Flexible coverage periods and payment terms

“I believe the Rimini Street engineers know the Siebel product better than the people at Siebel. Their hands-on experience with the CRM application gives us immense confidence.”

*Raymond Thomas, Director of Finance and Technology, Beekley Corporation*

Siebel is the world’s most complete customer relationship management (CRM) solution, helping you differentiate your business to achieve maximum top- and bottom-line growth. Your Siebel applications are stable and reliable, requiring much less support than earlier generations of enterprise software. Many organizations are realizing that the high cost of vendor-provided annual support is no longer a good value for their mature applications. Lack of vendor support for customizations and older releases is also frequently cited as a source of frustration among Siebel clients. At the same time, Siebel is inherently complex and expensive, and many organizations lack the budget, staffing, and technical experience to self-support.

Many organizations facing these issues prefer to reduce costs and extend the life of their current, stable Siebel release by replacing vendor support with third-party support from Rimini Street, resulting in a reduction of their total cost of maintenance by up to 90 percent.

**Discover New Value in Software Support**

Rimini Street Support for Siebel delivers significant annual cost savings, premium support capabilities, and the ability to avoid required costly product and platform upgrades. Rimini Street provides world-class support for the Siebel 5.x, 6.0.x, 6.3.x, 7.0.x, 7.5.x, 7.7.x, 7.8.x and 8.x releases used by Siebel licensees worldwide.

**Enjoy Personalized, Ultra-Responsive Support**

As a Rimini Street client, you are assigned a named Primary Support Engineer (PSE) who will respond to every critical support request in 30 minutes or less (actual average response time is less than four minutes). Our PSEs work closely with a seasoned team of Siebel technical and functional experts, providing comprehensive solutions to complex application issues to support your mission-critical Siebel software — including customized applications. This ultra-responsive service level is available 24/7/365.

**SHOULD YOU UPGRADE?**

While many Siebel licensees consider product upgrades, the reality is that new releases of Siebel are costly to deploy and often offer very little ROI. In fact, most clients have already licensed more functionality than they are using. Furthermore, upgrading inevitably means moving away from the stability of your current release into uncharted territory.

Many Rimini Street clients retain upgrade flexibility by taking possession of currently available releases before leaving vendor support.

If you can build a compelling business case for upgrading, Rimini Street can help. We support clients before, during, and after upgrades.

If you decide not to upgrade, Rimini Street enables you to remain on your current, stable Siebel release — without any required product or platform migrations — for ten years or more.

**Vast Siebel Engineering Expertise**

Rimini Street's Siebel engineers have been supporting, developing, implementing, and managing Siebel applications for an average of 10–12 years. We bring deep expertise to troubleshooting all aspects and components of the product line, including:

- Call Center
- Customer Relationship Management (CRM)
- eApplications
- Enterprise Relationship Management
- Field Service
- Marketing
- Mobile Client
- Partner Relationship Management (PRM)
- Salesforce Automation
- Siebel Analytics
- Siebel Industry Applications

**Support for Customizations**

Many organizations running Siebel have heavily customized their applications. Rimini Street recognizes that you have made a significant time and dollar investment to develop your current modifications, and we will support all customizations in place at the time you begin receiving our support. Additionally, we will support new customizations you write, test, and implement in your production environment after becoming a Rimini Street client.

**Realize Significant Savings in Annual Support Costs**

Our clients save at least 50 percent on annual support costs compared to Oracle annual support, enjoy a more responsive level of service, and maximize the return on their current system investment. Combining the 50 percent reduction in annual support costs, premium support services, and no forced upgrades, the cost savings from Rimini Street Support for Siebel can approach 90 percent of the total cost of continuing Oracle annual support.

**Satisfied Siebel Clients of All Sizes and Industries**

Rimini Street's Siebel clients include:

- Convergys Corporation
- EPCOR Utilities
- First Service Networks
- Harlequin Enterprises
- Novell
- Wenger Manufacturing

“We are saving more than 50 percent over what we were paying Siebel and Oracle in annual support costs and are not required to upgrade.”

*Jesse Mitchell  
IT Group  
Wegner Manufacturing*