

SIEBEL CRM SUCCESS STORY

KEY SUCCESS POINTS

- Deployment of Siebel CRM 7.8
- Sales, Service and Campaign business processes
- Integration with Pricing and Invoicing
- Web Services to support back office data in Siebel CRM
- Offsite Project Execution

InFact Group delivers successful Siebel Enterprise CRM application to leading Parking Services Company, providing integration to Pricing and Billing applications, total deployment and project services.

In Q4 2007 InFact Group is proud to deliver to one of the world's most successful Car Park Services. With a presence in 10 countries and a raft of innovative services to supply a new experience to every one of the hundreds of thousands of car parking spaces, this specialist has worked with InFact Group and now uses Siebel Sales, Siebel Campaigns and Service Request Management processes to enhance customer relationships in multiple countries.

The CRM application is also used for the generation of Correspondence and Emails to enhance communication with Customers.

The Siebel CRM application is used to support business and provides valuable information from the back-office with Invoicing data supplied through Web Service integration. The Project was delivered in a mix of on-site and off-site execution with key project components managed and delivered from InFact premises.

Throughout 2008 the project is planned to progress with the deployment of the Siebel Analytics platform and further enhancements to the Siebel CRM application.

InFact Group is a specialist Oracle Certified Partner delivering Siebel CRM and Siebel CRM On Demand Consulting and Integration expertise to customers around the world. The Head Office is in Paris, France with offices in India and the United States.

