

Composite PerformancePlus Application Adapter for Siebel CRM



ADVANTAGES

The Composite PerformancePlus Application Adapter for Siebel CRM offers the following features and benefits:

- **Pre-built Content** – Frequently used business information already packaged with context, accelerating projects and reducing risks
- **No Coding** - Eliminates ABAP programming and API complexities, saving you time.
- **Non-invasive Access** - To all Siebel Business Objects and Siebel Business Components. No re-configuration or project re-compilation needed.
- **Data Integrity** - Enforces user authentication and visibility rules as defined in Siebel, retaining business logic configured in your Siebel.
- **Optimized Performance** - Faster than basic adapters, using specialized query algorithms.
- **Data Caching** - Table and file caching to mitigate the impact of frequently requested queries.
- **Data Updates** - Supports transactional inserts, updates, and deletes.

The Composite PerformancePlus Application Adapter™ for Siebel CRM enables specialized access to Siebel and delivers its content as standards-based data services. Used with the Composite Information Server, the adapter allows IT to quickly and easily implement a range of initiatives including Business Intelligence (BI), Dashboard, Analytics, Single View projects and more.

Customer data from Siebel is valuable not only within the system, but also in the larger context of your enterprise. For example, business users typically need to extract Siebel data and merge it with data from call-center systems to create a single view of a customer, which help them make day-to-day business decisions. However, getting data out of Siebel is not a simple task. Complex data structures and application interfaces require specialized expertise to access the data.

The Composite PerformancePlus Application Adapter™ for Siebel CRM surfaces Siebel data and delivers it as SQL-based views or XML-based Web services. The adapter also has the option of generating high-level abstracts of the most common business objects, such as Accounts, Opportunities, and Service Requests. Business users then see the content presented within their front-end business applications (usually integrated with other enterprise data), which provide them with the visibility and insight needed to effectively run the business. (See reverse for sample list of Siebel CRM services.)

Performance Difference

The Composite PerformancePlus Application Adapter™ for Siebel CRM provides performance optimization capabilities and development acceleration far beyond competing products. In addition to intelligently evaluating and leveraging underlying data source capabilities to ensure optimal federated query performance, Composite PerformancePlus Application Adapters also provide:

- **Certified Vendor-Specific Connectivity API** – Access proprietary Siebel CRM data using vendor-approved access methods.
- **Relational Representation of Source Data** – Standardize data structures to accelerate development.
- **Business Canonical Abstraction of Source Data** – Standardize data semantics to simplify development.
- **Vendor-specific Engineered Functions** – Supercharge performance beyond vendor's standard capabilities.

USAGE

The Composite PerformancePlus Application Adapter for Siebel CRM has immediate impact on a wide range of projects:

- **Business Intelligence (BI)** – Whether for reporting, performance management, or operational monitoring, BI needs data. Easy access to Siebel CRM data makes BI development projects faster and less risky.
- **Dashboards** – Fresh data makes your dashboards more insightful. Delivering on-demand data from Siebel CRM may be a critical factor in your project's success.
- **Analytics** – Whether figuring out past trends or predicting future scenarios, data is the critical ingredient. Approved access to Siebel CRM provides you with the confidence that you have reliable data.
- **360° Views** – Achieving a complete view of customer, products, or other assets, require data not only from Siebel CRM. Integrating complementing data outside the system provides a true 360° view of your enterprise.

SIEBEL CRM DATA SERVICES (SAMPLE LIST)*

Accounts

Customer Accounts
Supplier Accounts

Actions

Actions

Agreements

Agreements

Campaigns

Campaigns

Channel Partners

Channel Partners

Contacts

Contacts

Employees

Employees

Invoices

Invoices

Opportunities

Opportunities
Opportunity Forecast
Opportunity Product Forecast

Orders

Purchase Order Headers
Purchase Order Line Items
Sales Order Headers
Sales Order Line Items
Shipping Order Headers
Shipping Order Line Items

Organizations

Organizations

Price List

Price List

Products

Internal Products
Product Defects
Products

Quotes

Quote Items
Quotes

RMA

Return Material Authorization

Service Requests

Service Requests
Service Products

SPECIFICATIONS

SOFTWARE REQUIREMENTS

- Composite Information Server 4.0 or higher

APPLICATION VERSIONS

- Siebel CRM 7.7, 7.8, 8.0

OTHER PERFORMANCEPLUS APPLICATION ADAPTERS

- Oracle E-Business Suite 11.5.8, 11.5.10
- SAP R/3 4.7, mySAP 5.0, 6.0
- Salesforce.com

PERFORMANCEPLUS DATA ADAPTERS

- Oracle Essbase 9.3
- SAP BW 3.5, BI 7.0
- Web Content

PERFORMANCEPLUS CORE ADAPTERS

- Greenplum 3.3
- Hadoop/Hive
- HP Neoview 2.3, 2.4
- IBM DB2 8, 9
- Informix 9.4
- MS Access
- MS Excel
- MS SQL Server 2000, 2005, 2008
- MySQL 4.1, 5.0
- Netezza NPS 4.0, 4.5, 4.6, 5.0, 6.0
- Oracle 9i, 10g, 11g, 11g Type 2, RAC
- Sybase 12.5, 15
- Sybase IQ 15
- Teradata 2 r6.2, 12, 13

PLATFORMS

- Server
 - IBM AIX 5.3x
 - HP-UX B 11.11x
 - Red Hat Enterprise Linux AS 3 32bit, 4x, 5x, 6x
 - Sun Solaris 9x
 - SUSE Linux Enterprise Server 9.3 32bit, 10x, 11x
 - Microsoft Windows 2000, 2003, 2008, Vista Business Edition, XP, Win 7
- Client for Studio
 - Microsoft Windows 2000, 2003, XP, Vista, 2008, Win 7
- 32-bit, 64-bit JVM

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