



CASE STUDY

- Technical & Functional Education
- Train the Trainer
- Siebel Enterprise & Siebel CRM On Demand
- CRM On Demand Prototypes

To learn more about our services, contact On Demand Education Ltd contact@ondemand-education.com or go directly to our website <http://www.ondemand-education.com>.

On Demand Education Ltd provides high quality Education and Consulting services for Oracle Siebel CRM and CRM On Demand.

BUSINESS SCENARIO

A leading local integrator with significant CRM experience chose to target Siebel Enterprise as the best in class application to propose to their customers. The integrator is specialized in the Public Sector (Social Services, Housing, Education).

As part of the roll-out of the Siebel competency center, a decision was made to undertake official Siebel CRM education. The Siebel CRM curriculum currently available (at time of writing) does not offer any Public Sector-specific courses (for example, courses might focus on the entity model relating to Sales or Service Management – not Case Management or Incident Management). Given the company focus on Public Sector, this was a serious concern. How to reconcile the need for official Siebel CRM Training with their specific business needs?

BUSINESS SOLUTION

Working with the software editor, On Demand Education Ltd created

1. Custom Training modules, including slides, exercises
2. Supplementary supporting materials (entity models, example scenarios).
3. Portable Virtual Machines with the correct software and ancillary tools

Working together with the software editor, the training environment was selected and reconfigured to present the correct usage scenarios to the students.

The entire solution was packaged to enable deployment of the training environment locally without any interruption to normal business.

CONTACT ON DEMAND EDUCATION LTD

You can contact us via our website using the live Contact Form, or by telephone on one of the numbers on our website online at www.ondemand-education.com. If you would like more information, email your details to contact@ondemand-education.com.