# IP21 SIEBEL OPEN UI IMPLEMENTATION

Implementation project of Siebel Case Management Module with Open UI enhancements.

## OBJECTIVES

To implement a multilingual Siebel CRM system that supports global operations, integrates with existing post-manufacturing processes, ensures user acceptance across diverse backgrounds, and provides a scalable solution for future growth.

- Multilingual Support: Implementing Siebel CRM for multiple languages in global operations.
- System Integration: Integrating Siebel CRM with existing post-manufacturing processes.
- User Acceptance: Ensuring proficiency and acceptance across diverse linguistic and cultural backgrounds.
- Scalability: Designing a solution that accommodates future growth and operational expansion.

## SOLUTION

- Implemented Siebel CRM with multilingual support for global teams.
- Seamlessly integrated CRM with post-manufacturing workflows and ERP systems.
- Delivered tailored training programs for diverse linguistic and cultural needs.
- Established a scalable infrastructure to accommodate growth and global operations.

## BENEFITS

### 1. Global Communication

Enhanced multilingual support for improved communication across global teams.

### 2. Process Optimization

Streamlined post-manufacturing processes with integrated CRM solutions.

### 3. Operational Efficiency

Boosted efficiency through streamlined workflows and automation.

### 4. Scalability

Provided a scalable solution to support future growth and global expansion.

## AT A GLANCE

### CHALLENGES

- Multilingual Siebel CRM implementation.
- CRM integration with existing systems.
- User acceptance across diverse backgrounds.
- Scalability for future growth.

### BENEFITS

- Global Communication
- Process Optimization
- Operational Efficiency
- Scalability

## PROJECT STATUS:

Completed

## END CUSTOMER TYPE:

In-Direct