

## Siebel CRM on Oracle Compute Cloud FAQ

### Introduction

Oracle Siebel CRM is the most complete on-premise CRM application on the market with thousands of customers and millions of users counting on it every day to deliver business value and great customer experiences. Oracle continues to be committed to Siebel CRM with a rich innovation strategy and product roadmap. We are happy to provide customer information about running Siebel CRM on Oracle Compute Cloud. We've created this FAQ to address frequently asked questions about Siebel CRM and the Oracle Compute Cloud strategy.

### Question and Answers

- Q)** Is Siebel CRM on Oracle Compute Cloud a new type of Siebel CRM application?
- A)** It is not a new Siebel CRM application or a re-written Siebel CRM application in a typical SaaS based architecture. Siebel CRM 'On Cloud' refers to the ability to now host a Siebel CRM application deployment on Oracle Compute Cloud, so now customers have the agility and flexibility to host Siebel CRM applications on whichever hardware they choose - On Premise or On Cloud.
- Q)** What types of pre-built images are planned for release? Single, Split and Multi-Tier?
- A1)** Customers are able to provision a single tier image that has Gateway, Web and Siebel Server running in one Virtual machine image. Customers are able to choose to connect the single tier image to either a Database image with Demo data or a base Database image for the standard, out of the box Siebel CRM application. The Single tier images are primarily for demonstration and training purposes, although the standard base database one can be used for development purposes if it fits the need of the customer using it..
- A2)** Oracle plans to provide for customers a multi-tier image that has each of the Siebel servers running in their own virtual machine template. It is anticipated that the multi-tier image will be the more widely used image for more practical environments that need to be scaled accordingly.
- Q)** How can customers deploy a Multi-tier architecture from the marketplace?
- A)** With a Multi-tier image template, customers will find multiple listings on the Marketplace – one for each server type/virtual machine. It is then possible to provision each server and manually tie the servers together via a simple configuration process with a step by step wizard on the virtual machine, immediately after the server is initialized.
- Q)** How can customers create different tiers as Compute Instances and link them?
- A1)** Currently customers can do this in the same manner they do it today in their On Premise environments once they have established an initial or multiple environment(s) on Oracle Compute Cloud.
- A2)** Oracle plans to provide a step by step wizard will ask what the other machine instances are, and then internal scripts take the responses and internally configure the server(s) as needed in order to be linked together.

- Q)** Is it possible to customize a fresh instance once they are instantiated on compute?
- A)** Yes. The both the single tier and multi-tier editions will be fully able for the customer to patch, customize and/or migrate an existing on premise instance to the cloud instance.
- Q)** How can customers migrate their existing On-Premise environment into the Cloud, what migration tools are available?
- A)** This is possible and work is in progress to provide a migration tool kit. It is also expected that customers will want to use their own scripting that they have created. It will be up to the customer to decide on what solution to use. Customers are responsible to make sure they handle platform changes and scripting updates on their own tool sets.
- Q)** How can customers 'lift and shift' their Application Server, Middle Tier and Database states?
- A1)** While the Siebel CRM application mostly contains database components, the customer will be able to move their SRF file in the exact same manner they do today with On-Premise deployments to promote their customizations and runtime state of a Siebel CRM environment.
- A2)** Oracle also plans to provide a migration tool kit that will be made up of some export and import scripts of the database components into dump files.
- Q)** Are customers required to run any tools in their existing environments to package an instance and migrate it to the cloud?
- A)** Customers can test and leverage their own packages, but will have to make sure the platforms they have created are the same as in Oracle Cloud (Note: only Oracle Enterprise Linux and Microsoft Windows are currently supported in the Oracle Compute cloud, Solaris will be added in the future).
- Q)** How do customers unpack and install the environment on the cloud?
- A)** This will work in the same way as with On-Premise deployments.
- Q)** How are the instances linked?
- A)** Please refer to the Oracle Compute Documentation for this information  
[How to Begin with Oracle Compute Cloud Service \(Dedicated\) Subscriptions](#)
- Q)** Is there a config file that the tool can use to automatically link the instances?
- A)** Please refer to Oracle Compute Cloud Services (OCCS) documentation for this information.  
[How to Begin with Oracle Compute Cloud Service \(Dedicated\) Subscriptions](#)
- Q)** With reference to the above scenario, are there any size limitations? What kind of connectivity requirements should be met for this kind of migration? Is backward migration (Cloud to On-Premise) or replication (Cloud to Cloud) supported?
- A)** Using this type of export/import, migrations in all directions are feasible. A Siebel CRM instance in Oracle Cloud is the same as a Siebel CRM instance in an On Premise environment. Oracle will only be formally testing On Premise to Cloud migration. There are no issues foreseen with size limitations, but the connection from On Premise to Cloud will dictate how effective this is as a latency efficient process. Customers that have larger size data sets will take more time to transfer. The transfer will essentially be an in between step and the import will not be reliant on a connection.
- Q)** What kind of monitoring and management is available? How does Enterprise Manager operate with Siebel CRM On-Cloud? What is possible in terms of monitoring?
- A1)** Currently customers can plan on using Siebel Server Manager to monitor and manage the Siebel CRM application. It is possible to use Siebel Server Manager as part of the Siebel Server with both the single and multi-tier images.
- A2)** Support for Oracle Enterprise Manager 12c On-Premise to monitor/manage a Cloud instance is planned but not yet available.

- Q)** How are patches and upgrades handled? Is this a manual process using My Oracle Support or through an Oracle Enterprise Manager plugin? Is the task performed by the customer?
- A)** Patching can be done to the Siebel CRM application in two ways – Applications and Tools. For the Applications portion, customers can manually download a patch from My Oracle Support/Automated Release Update and apply it in the same manner they do today with On-Premise. There are plans to extend Enterprise Manager as a tool for this process. Customers will be responsible to manage and maintain their environments the same as they do today with their On Premise environments. Customers can either do this themselves or through an integrator if this is preferred.



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