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Siebel CRM on Oracle Cloud Infrastructure 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 Cloud Infrastructure. We've created this FAQ to address frequently asked questions about Siebel CRM and the Oracle Cloud Infrastructure strategy.

Question and Answers

Q) Is Siebel CRM on Oracle Cloud Infrastructure 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 Cloud Infrastructure, so now customers have the agility and flexibility to host Siebel CRM applications on whichever Infrastructure they choose - On Premise or On Cloud.

Q) What types of pre-built images are planned for release? Single, Split and Multi-Tier?

A1) For OCIC and IP2015/IP2016 Customers are able to provision a single tier image that has Gateway, Application Interface (web) and Siebel Server running in one Virtual machine image. Customers are be 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 Demo and Base/Vanilla Database tier images are primarily for development and testing purposes, the Base/Vanilla RR database is for Production purpose..

A2) For OCIC and IP2017 customers can leverage the silent install and Siebel Management Console to provide multi-tier environments once they have deployed the initial single tier instance leveraging the images found in Oracle Marketplace. For IP2016 Oracle provided for customers a multi-tier capability that has each of the Siebel servers running in their own virtual machine template by leveraging the IP2016 Siebel Provisioning Server. 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.

A3) For OCI cloud we have similar images being developed in our roadmap for IP2017 and they will be made available at a later date.

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 Oracle Cloud 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?

A. With IP2017 Siebel has Introduced SMC (Siebel Management Console). This new feature along with silent install capability allows for customers to scale up and scale down as needed for either SI tier or Siebel application server tiers within OCI without having to bounce the Siebel Enterprise. .

Q) Is it possible to customize a fresh instance once they are instantiated on compute?

A) Yes, for the Images available once deployed, are fully functionable 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) With the release of IP2017 the only thing that customer will have to "lift and Shift" will be their Database. All items needed to be migrated now reside in either the installation itself or within the database tier. SRF is no longer part of the Siebel migration need.

A2) For releases prior to IP2017 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.

A3) 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 Infrastructure (Note: Oracle provides Oracle Linux, Solaris and Microsoft Windows in the Oracle Compute Infrastructure).

Q) How do customers unpack and install the environment on the cloud?

A) Currently the only way avaialbe is for customer to use the same manner that was avaialbe with On Premise deployments. In future we are planning to deliver an automated tool that should help with this.

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 Infrastructure (OCI) documentation for this information.

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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 available for IP2016 and will be available in future for IP2017.

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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