



ORACLE

Siebel CRM

Sophisticated, Enterprise CRM with Multicloud and AI

May 2026

Safe harbor

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, timing, and pricing of any features or functionality described for Oracle's products may change and remains at the sole discretion of Oracle Corporation.



Agenda

Introduction

Highly sophisticated
Enterprise CRM

Strategy

Go faster with the new
Siebel CRM

Innovation

Key product areas of
core strength

Customer Success

Our focus on customer
success

Summary

Anything is Possible

Sophisticated. Open. Intelligent.

The world's most flexible
and configurable
Enterprise grade CRM...

...combined with the
world's most powerful
and adaptable platform

Siebel CRM Innovation
is Accelerating with AI
and the Oracle Cloud

Siebel

Highly Sophisticated Enterprise CRM



- **Gold standard** data model and Industry solutions, designed on best practices, 1700+ product modules.
- **Highly scalable and configurable**, constantly evolving, delivering more economic value and ROI
- **Open standards-based architecture**, always evolving, leverage Oracle's best of breed technology.
- **Simple updates**, easier than ever to keep Siebel current with the latest release. No more expensive upgrades.
- **In-place AI modernization**, evolve from “system of record” to “system of intelligence”, no rip & replace
- **Thriving** after 3 decades of IT hypergrowth and disruption. Proven customer success.

From Customer-Centric Solutions



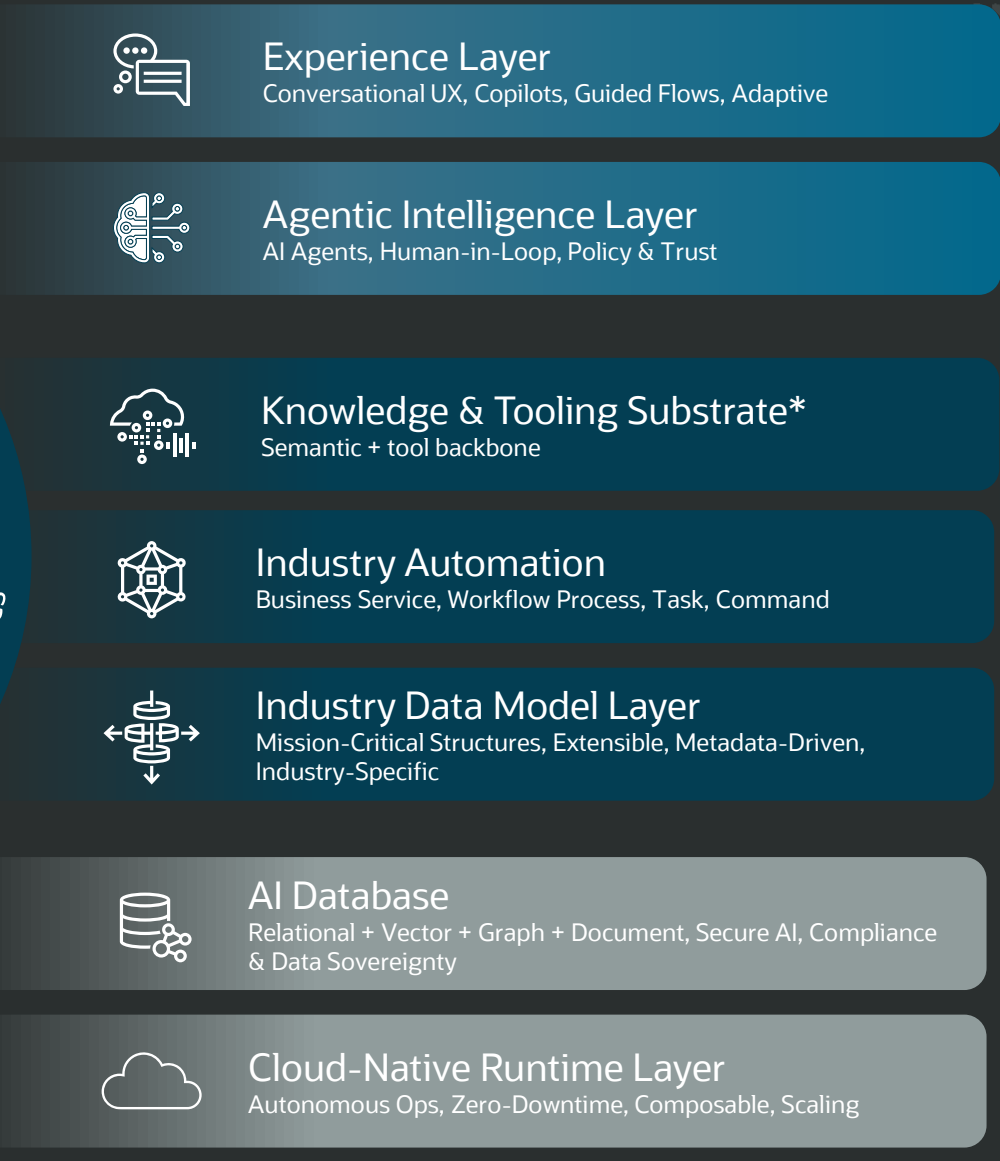
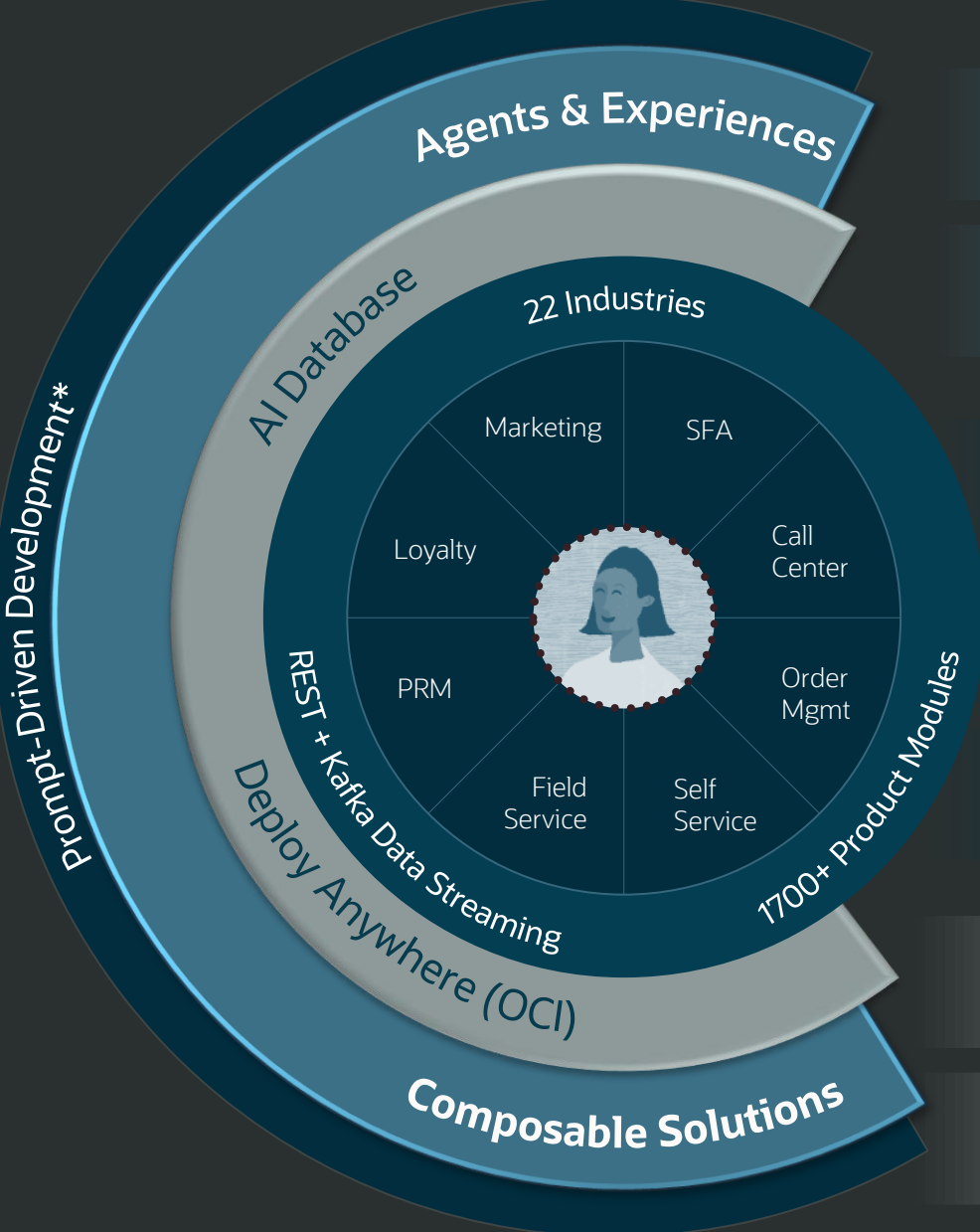
Omni Channel Experience

Enterprise Grounding
Mapping Intent to Trusted Enterprise Logic

Autonomous Enterprise Foundation



From Customer-Centric Solutions... to AI Powered Enterprise Architecture



Omni Channel Experience

Enterprise Grounding
Mapping Intent to Trusted Enterprise Logic

Autonomous Enterprise Foundation



Market Leading Platform

Best Technology



- Highest performance
- Built-in security
- Lowest complexity, lowest risk
- Chosen by leading LLM providers

Superior Database



- Industry-first self-driving Autonomous database
- AI Vector Search, Select AI
- Flexible deployment choices
- Bring the AI to your data—
not the data to the AI

Flexible, Enterprise AI



- Oracle AI services – Generative AI and Cognitive AI services
- The most powerful AI infrastructure at the best price
- Fastest time to value
- Enterprise-grade guardrails



Strategy



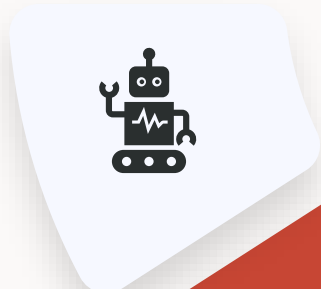
—
Go faster with the new Siebel CRM

Siebel in 2026 delivers on CIO Priorities

ORACLE
Siebel

AI-infused Automation

Flexibility to deeply tailor AI to your needs to enrich workflows and processes.



Intuitive Experiences

Advanced UX options that are responsive, accessible with support for mobile-first scenarios. Low code, AI-driven development.



Open Architecture

End-to-end journey enablement through pre-built integrations, REST-APIs or headless Siebel.



Modern DevOps

Take advantage of modern DevOps for feature delivery agility and easier system updates.



Cost Management

Optimize infra cost by adopting appropriate cloud strategy. Adopt innovations that improve operational efficiency and reduce TCO.



Simple Updates, No more Upgrades

Leaner & Faster

Our monthly Siebel CRM Release Updates now have a smaller payload.

- Smaller package
- Faster to install

Streamlined Content

We only ship the “True Delta” of changes from previous releases.

- By only shipping things that have specifically changed there are less conflicts to resolve – *if any!*

Faster Uptake

Focused payload

- Clear focus for Developers as they can see exactly what has changed
- Reduction in testing effort - you only need to focus on the changed areas that you're using.

Minimal Retrofitting

No need to waste time and resources reworking previous changes

10% Improvement

67% Improvement

90% Improvement

100% Success

Increased Productivity, Faster Updates, More Innovation, Less Risk, Easier to Stay Updated!

Updating Siebel – Now Easier than Ever

Example # conflicts from customized Account Screen
200,000 changes to ... ZERO

Example Customer: old RepositoryUpgrade
Five days/month

Example Customer: new RepositoryUpdate
Only Three Hours!!! (7.5% of previous effort)



Intelligent Data Archival

Rule-Driven Archival

Customizable Rules
Select Parent Child Data Hierarchy
Archive Attachments along with data
Scheduling: One-time or Recurring

Modern, AI-Driven

Microservices-based implementation
Generate AI-assisted summaries



Real-time Retrieval

Archival with or without retrieval
Realtime Data Retrieval
Retrieve complete data Hierarchy
Path to Restore

Deployment Flexibility

Supports both OnPremises & Cloud
Flexible archival destinations: Database, File system, Cloud storage (planned)



Intelligent Data Archival

Key Benefits

Learn more >



Improve Performance

Keeps Siebel performant even as data volumes grow.

Compliance with performance: meet retention and audit needs with minimal impact.



Optimized Cost

Smaller DB footprint = lower backup, restore, and DR costs.

Maintainable solution in-built product offering (rather than relying on custom or 3rd party)



Flexible & Intelligent

Flexibility: in storing data (Database, File system)

Retrieve in real time: keep context visible under parent entities.

AI Driven optimization.

Innovation



Key product areas of core strength

Enabling Excellence with Delivered Experiences



Intuitive User Experience



API Integration



Integrated Solutions



Embedded & Flexible AI



Deploy & Manage Anywhere



Siebel UX

Using an **open framework** with intelligence to deliver Oracle Redwood UX as standard, but with the ability to tailor a bespoke UI for your organization, across all form factors, including the possibilities of natural language interaction.

Intuitive, Next Gen UX

Demo >

- **Redwood UX** for Siebel CRM, aligned with CX Industry & Cloud applications
- Built on Open UI framework but it's more than just a theme
- Neutral colors, sleek icons, and contemporary fonts in line with Redwood design philosophy
- Emphasis on clarity, consistency, and modern aesthetics
- More user-friendly by reducing unnecessary elements
- **UX choices** - customers can still create their own bespoke UX using Open UI or with Open Integration

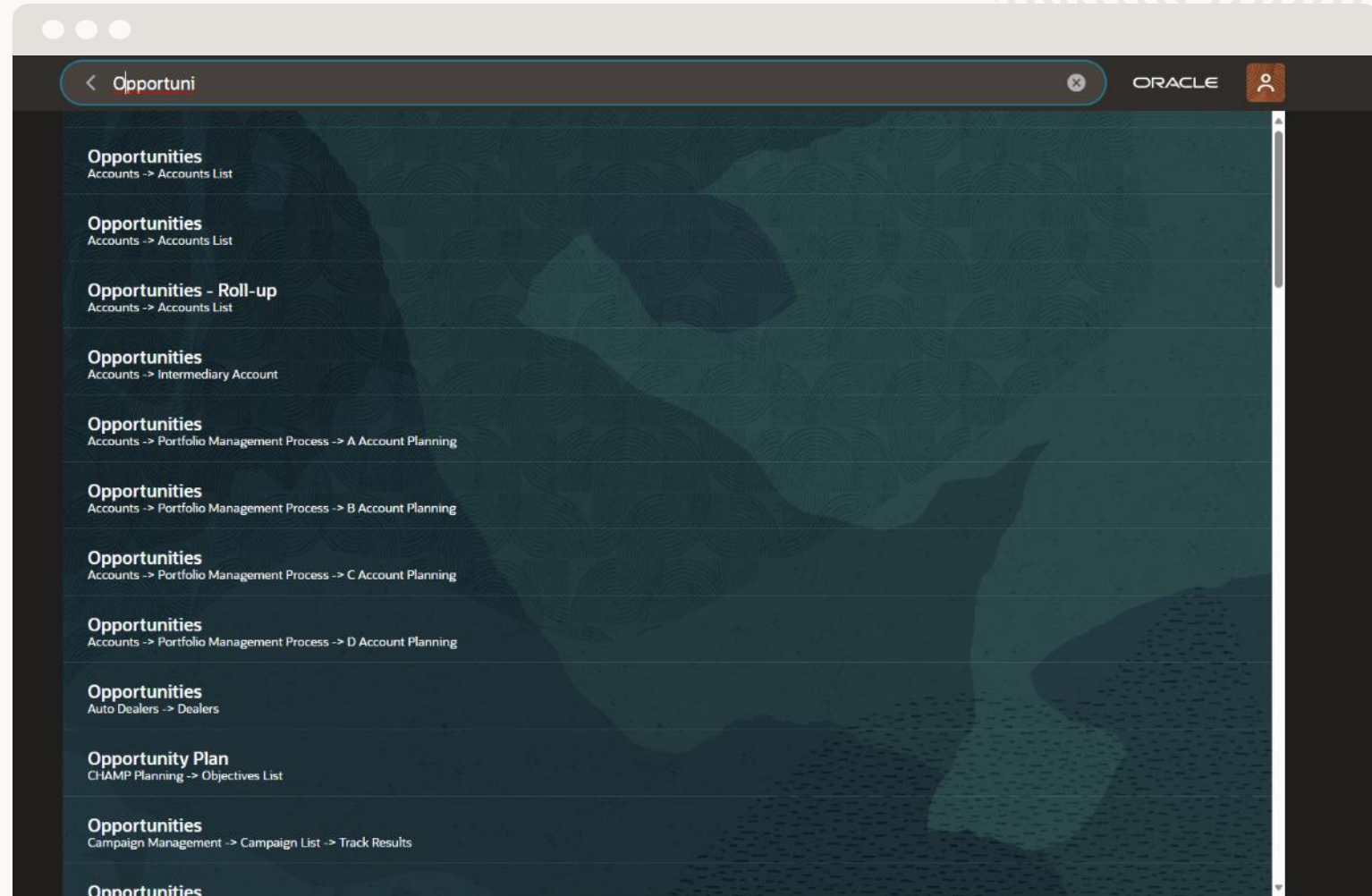


Image shows the Redwood UX for Siebel CRM



Web Component Framework

Accelerating Redwood UX innovation with Oracle JET

Faster Innovation

- Rapid UI Development
- Redwood OJET Library Usage
- Faster assembly of new user experiences

Lower Total Cost of Ownership

- Low-Code Extensibility
- Seamless Metadata Integration
- Reduced reliance on custom JavaScript code and maintenance effort

Future-Ready

- Supports B2C, B2B, and AI-driven assisted experiences
- Reusable component model (OJET)
- Flexible, composable UI architecture

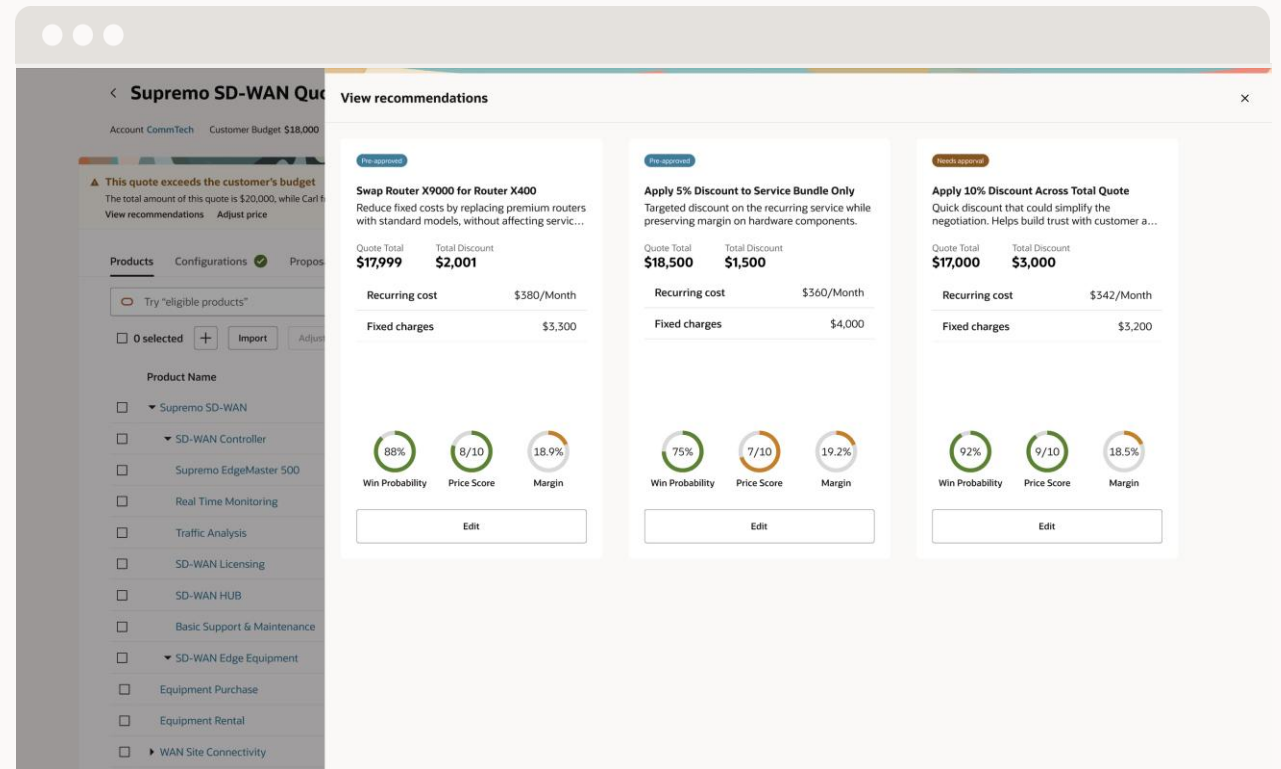


Image shows UX example with Oracle JET components



Intelligent Search

Efficient & Fast Data Retrieval

Enables users to quickly find relevant information across Siebel business entities via OpenSearch.

Unified User Experience

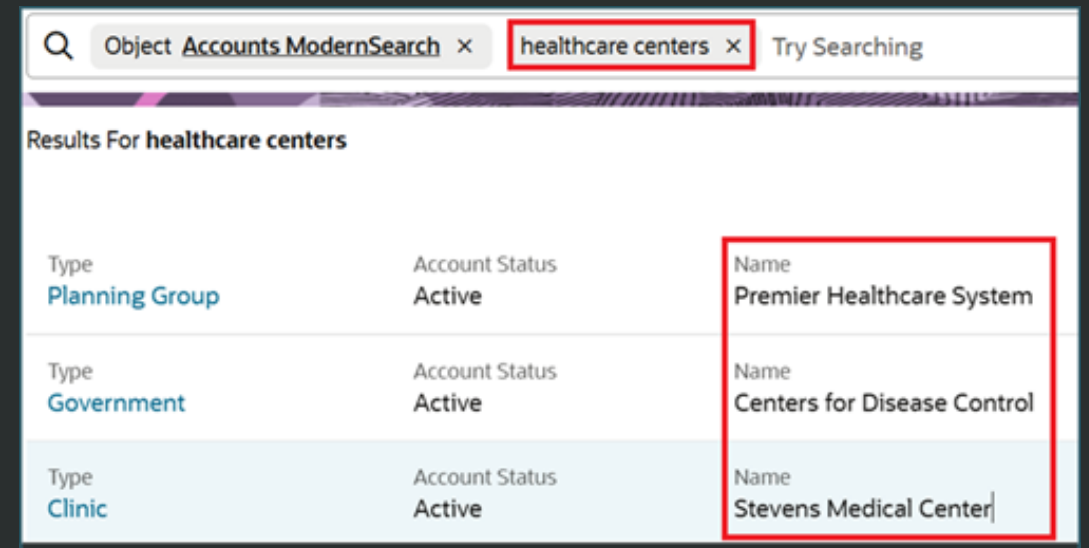
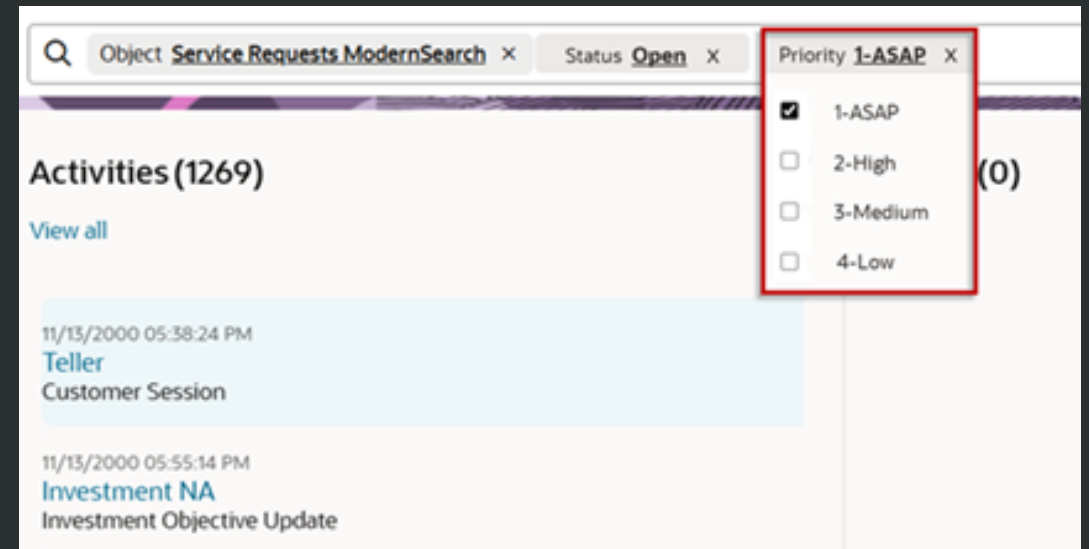
Offers an intuitive, user-friendly search interface that supports keyword and semantic search.

Access Control

Provides tailored search results based on user roles and visibility rules to ensure data access security.

Enterprise-Grade Performance

Supports fast, reliable search and analysis across large data volumes.



Talk to Your Data

Unlimited possibilities with the Oracle AI database

- Empower Super Users or Senior Leaders with simple to use, natural language apps
- Results returned as Tables or Graphs for easy visualization
- Accelerate delivery of business insights and KPIs, where custom reports or analytics isn't necessary
- Run Siebel CRM on Oracle 26ai database, no ETL or Dashboarding required. No need to replicate your data anywhere.
- Customized Siebel CRM – no problem
- Embrace your mission-critical CRM, improve user adoption and application perception with AI interaction paradigms

How many Jobs are Past Due?

What was the biggest order from our largest customer?

How much credit does customer XXX have?

How many employees have more than 10 sick days this year?

When does customer XXX warranty expire?

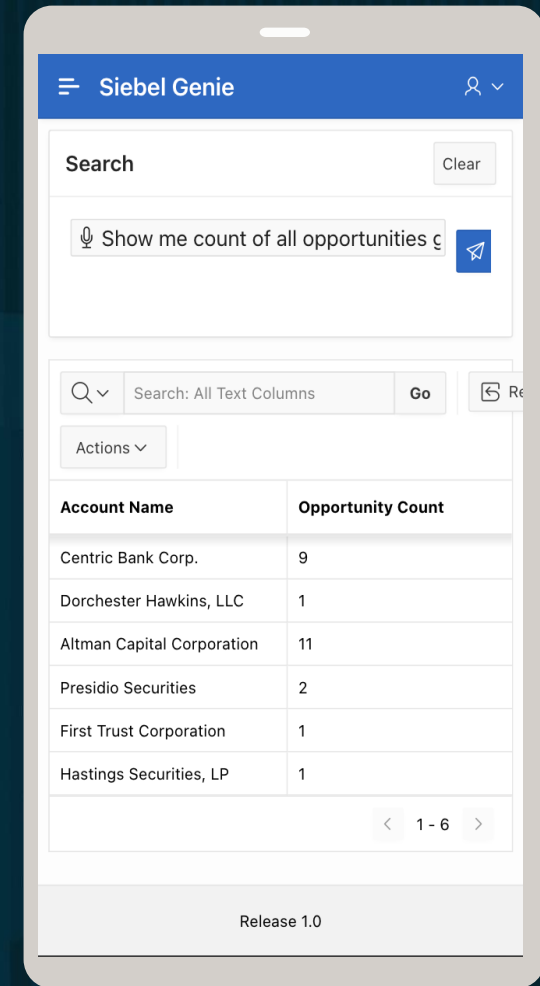


Image shows Siebel Genie in mobile device form factor

Siebel Integration

Enterprise CRM that is completely **open** and **interoperable** across your IT eco-system. Simple and flexible integration for enabling best in class customer journeys and Agentic AI.

Leverage standards and tools your architects are familiar with - capable of operating at extreme scale.

Choose the Integration that meets your requirement

Web Services

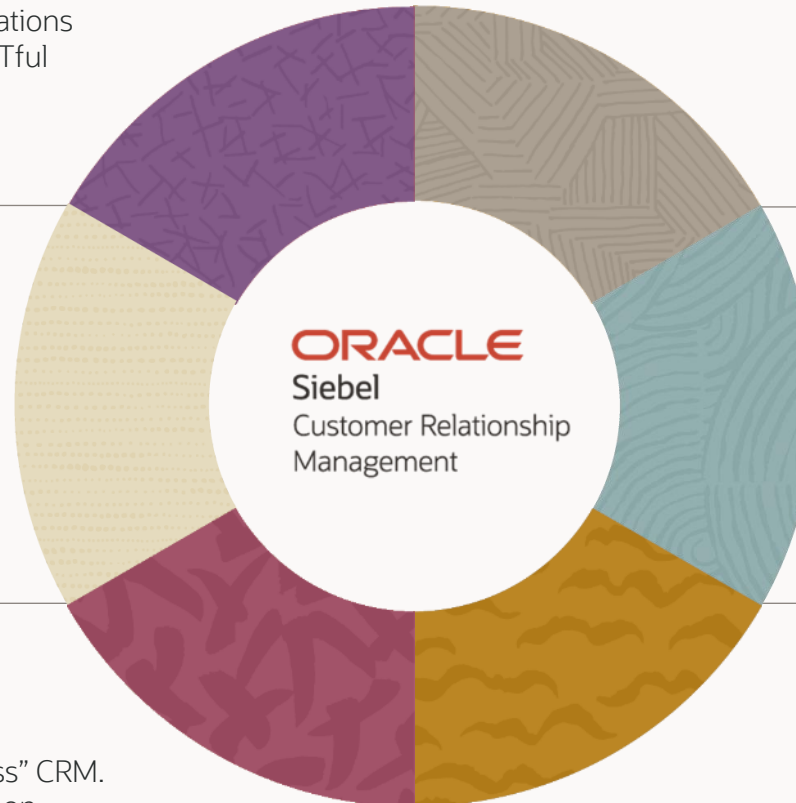
- Expose Siebel functionality to external applications via REST/SOAP by using a standardized RESTful interface to access Siebel business objects, business services, and repository objects.

Event Driven Architecture

- Enables publish-subscribe (pub-sub) model for asynchronous communication between Siebel components and external systems, leveraging Kafka enabling scalability and fault tolerance.

Open Integration

- Complete, open interoperability of a “Headless” CRM. Maximizing re-use by generating APIs based on customized Siebel artifacts of Applets, Business Components (BC), Business Services and Workflows etc..



Oracle Integration Cloud

- Middle integration using Platform as a Service (PaaS) offering that provides a suite of tools for connecting applications, data, and processes, both in the cloud and on-premises.

Connectors & Adapters

- Offers pre-built adapters for communication with external popular applications and services, making it easier to connect to systems.

Custom Integration

- Build custom integrations in Web Tools using Low code / No Code with Integration Objects, Business Services and Workflows.



Siebel Open Integration

One Enterprise Engine. Use for Every Experience.

Enablement of Agentic AI experience

Build agents, assistants and intelligent experiences without changing Siebel's proven business logic.

Headless CRM

Siebel processes, data, and rules are securely exposed via APIs and reused across all channels.

Innovate faster, with lower risk

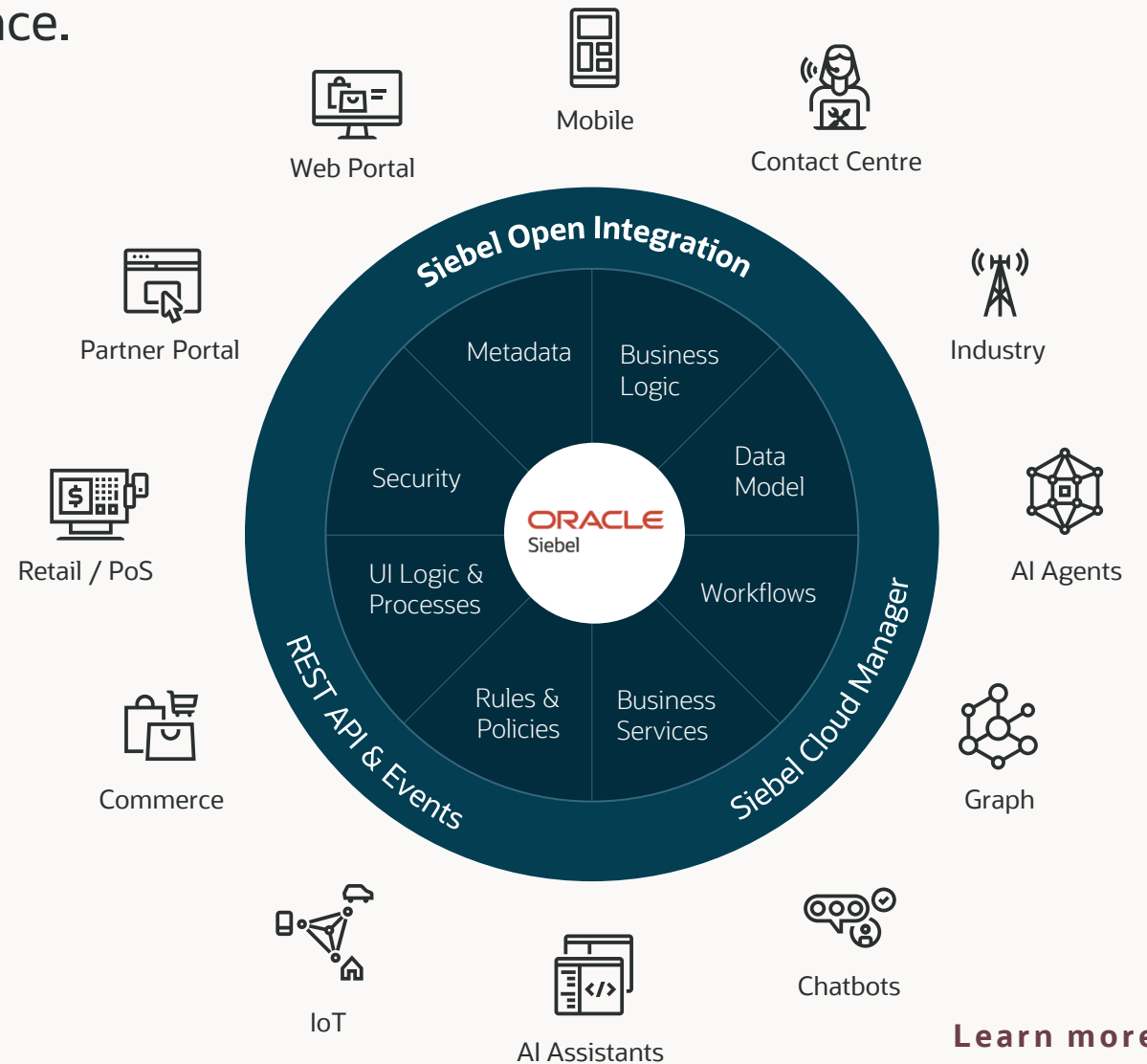
Digital-first UX, channels, and bespoke interfaces can be created independently of the CRM core.

High value from existing investment

Extend and modernize Siebel CRM without rip-and-replace or large-scale re-implementation.

Future-ready by design

Supports AI-driven UX processes, industry apps, IoT, and channels that don't yet exist.



Learn more



Siebel Open Integration - Use Case Themes



Modern UI / Headless Experiences

Build new interfaces (self-service, brand-specific front ends, mobile apps, React / Angular UIs) on top of Siebel data & logic

Headless = complete open access to Siebel for AI, Customer, Partner, Employee...



Omnichannel Integration

Orchestrate processes across channels and drive consistency (web, call centre, self-service, partner/dealer, IoT events)



AI & Cognitive Automation

Enable AI systems to call Siebel processes as APIs at any level (not just through business objects) and drive AI-assisted agents and robotic process automation



Third-Party Systems & Cloud Apps

Connect Siebel to modern cloud services (CX, ERP, Billing, HCM, OCI services) via REST APIs

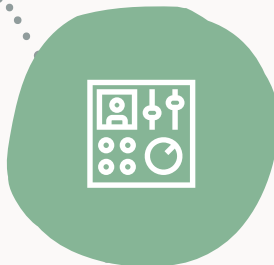


Integration
Flexibility &
Adaptability
= higher ROI



Headless CRM

API access to key components of the Siebel application for true “headless” interoperability, powering Agentic AI, microservices, advanced UX...



Low Code/No Code

Simplified application integration by using visual interfaces and pre-built components, reducing the need for extensive coding. Build integrations, faster and more efficiently.



Highly Performant & Scalable

Proven linear scalability, high performant Siebel REST APIs continue to drive digital transformation for customers



Democratization of Data & Business Process

Making data and business insights accessible and usable by everyone in an organization, regardless of their technical expertise, instead of limiting it to specialized teams or individuals.



Siebel CX

Combining mission-critical Enterprise CRM with the ever evolving best of breed Oracle CX applications. A “Better Together” strategy to **accelerate growth** without starting all over again.

Blending the best of both worlds to create a better path forward

Combine Siebel CRM Industry applications as a core, open, interoperable platform with targeted Fusion CX solutions

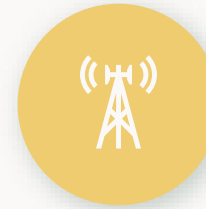
Cost effective, complete control, tailored solutions

Flexibility to continue to reshape and reconfigure the solution to **meet your needs as they evolve over time**

Configurable and extensible



Built using industry standards



Robust capabilities for Industries



Flexible deployment



Cost effective



Fusion and Industry Apps



Knowledge Management

- Integration with Oracle Knowledge enhances Service Management
- Provides easy access to knowledge for Call Center agents, Case Workers etc.
- Create a knowledge repository of articles managed with keywords
- Siebel application user experience:
 - Search the most appropriate article
 - Read, rate, and suggest changes to the article
 - View related articles, modify the search if needed
 - Link the searched article to the SR
- Efficient knowledge management can lead to significant cost savings for service organizations

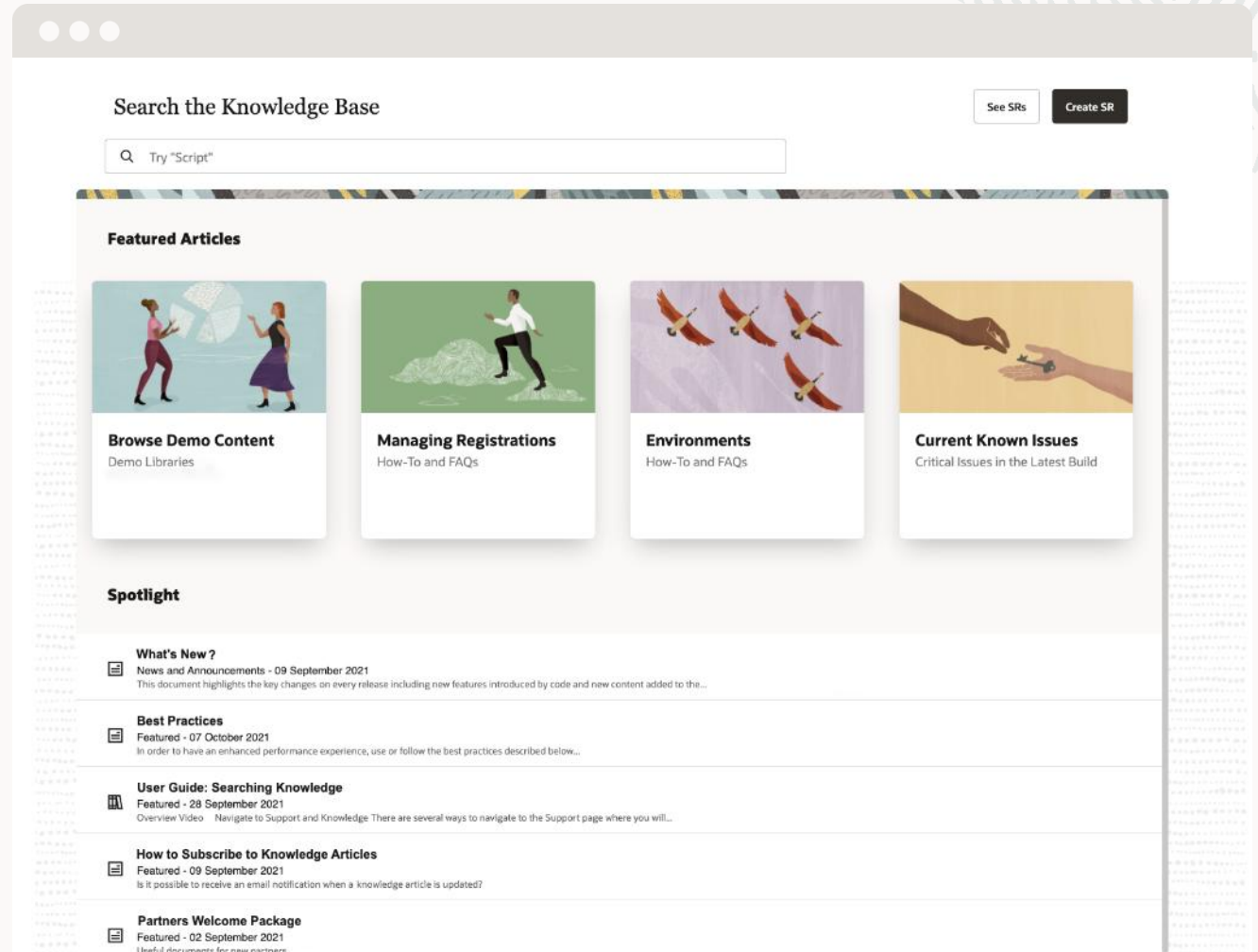


Image showing Oracle Knowledge Management



Enhance Customer 360 with Oracle Unity

What is Oracle Unity?

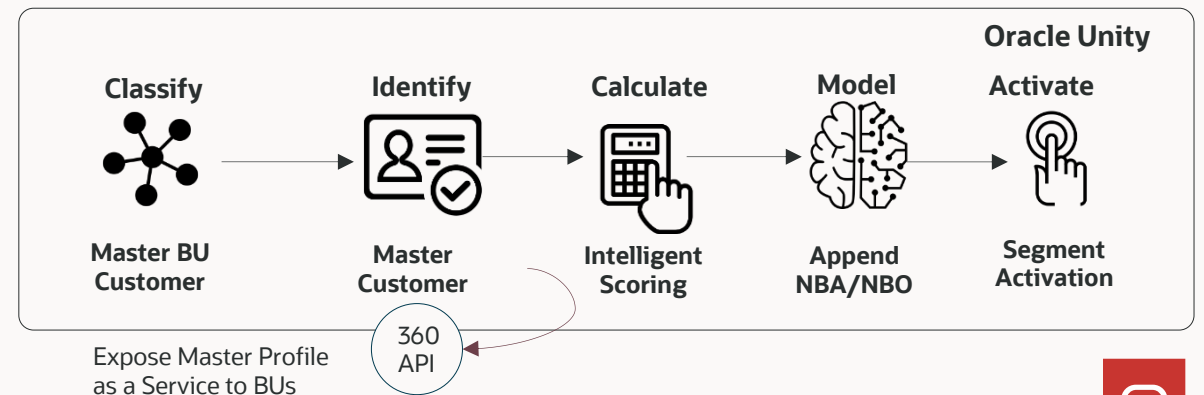
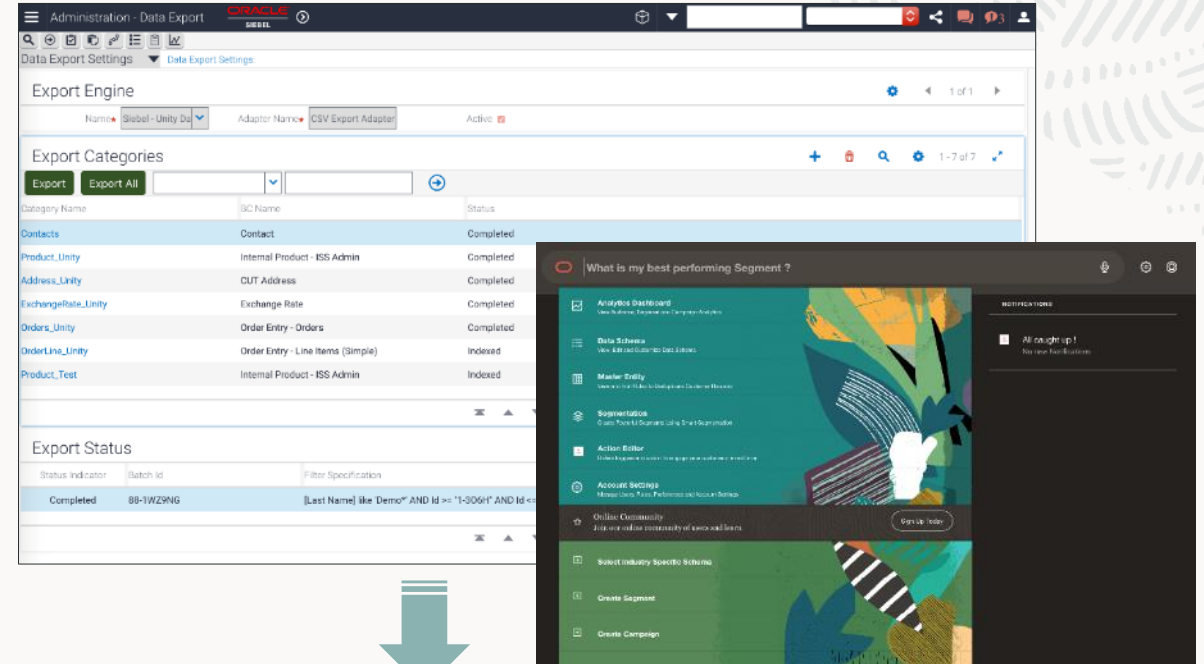
- Siebel customers can enhance their Customer 360, with AI-enabled customer profiles, for enhanced segmentation and customer analytics features.

What are the use cases?

- Combine customer data from online, offline, and third-party sources to create a single, dynamic, real-time view of each customer.

Value to Customers

- Many organizations use Siebel as their Customer Master, can now enhance Customer 360 intelligence with Unity
- Customers using Siebel & OBIEE for segmentation can perform advanced segmentation with Unity.
- The Unity integration is ideally suited for any Siebel customer looking for segmentation / analytics features.



Sophisticated Industry Innovation

- **Oracle's Gen2 Cloud infrastructure** makes it easier for Siebel CRM Industry applications to co-exist with other Oracle technologies.
- All the services you need to build, run, scale and innovate in complex industries with the flexibility to adapt to future disruptive market shifts.

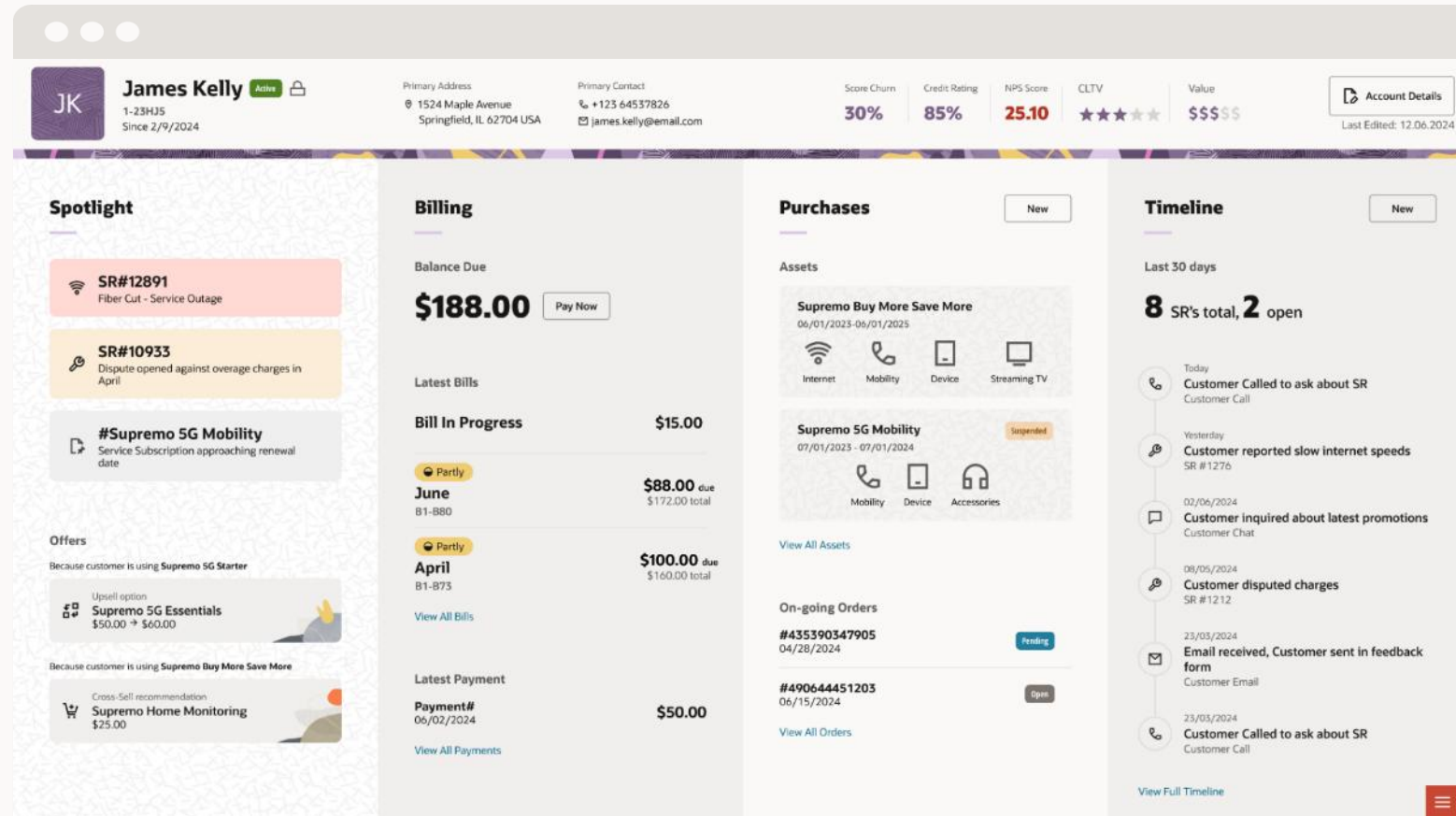


Image showing Oracle Digital Business Experience powered by Siebel CRM



Siebel AI

Evolve from “system of record” to a “**system of intelligence**” with our open and flexible platform approach to leverage full stack AI directly within Siebel CRM.

Activating Enterprise Intelligence with Siebel

AI grounded in decades of industry-specific enterprise knowledge



Siebel's true value is the enterprise knowledge encoded in each implementation & its flexibility to support Industry-specific solutions



What Enterprises need..

AI grounded in enterprise knowledge – not bolted on



The Transformation..

From traditional systems of record to AI powered systems of intelligence



The Approach..

- *Ground AI in enterprise knowledge – data, process & configurations*
- *Expose capabilities as controlled & governed AI-consumable actions*
- *Ensure compliance and domain constraints by design*
- *Enable hybrid execution for on-premises & cloud*

AI-Assisted Experiences



Developers



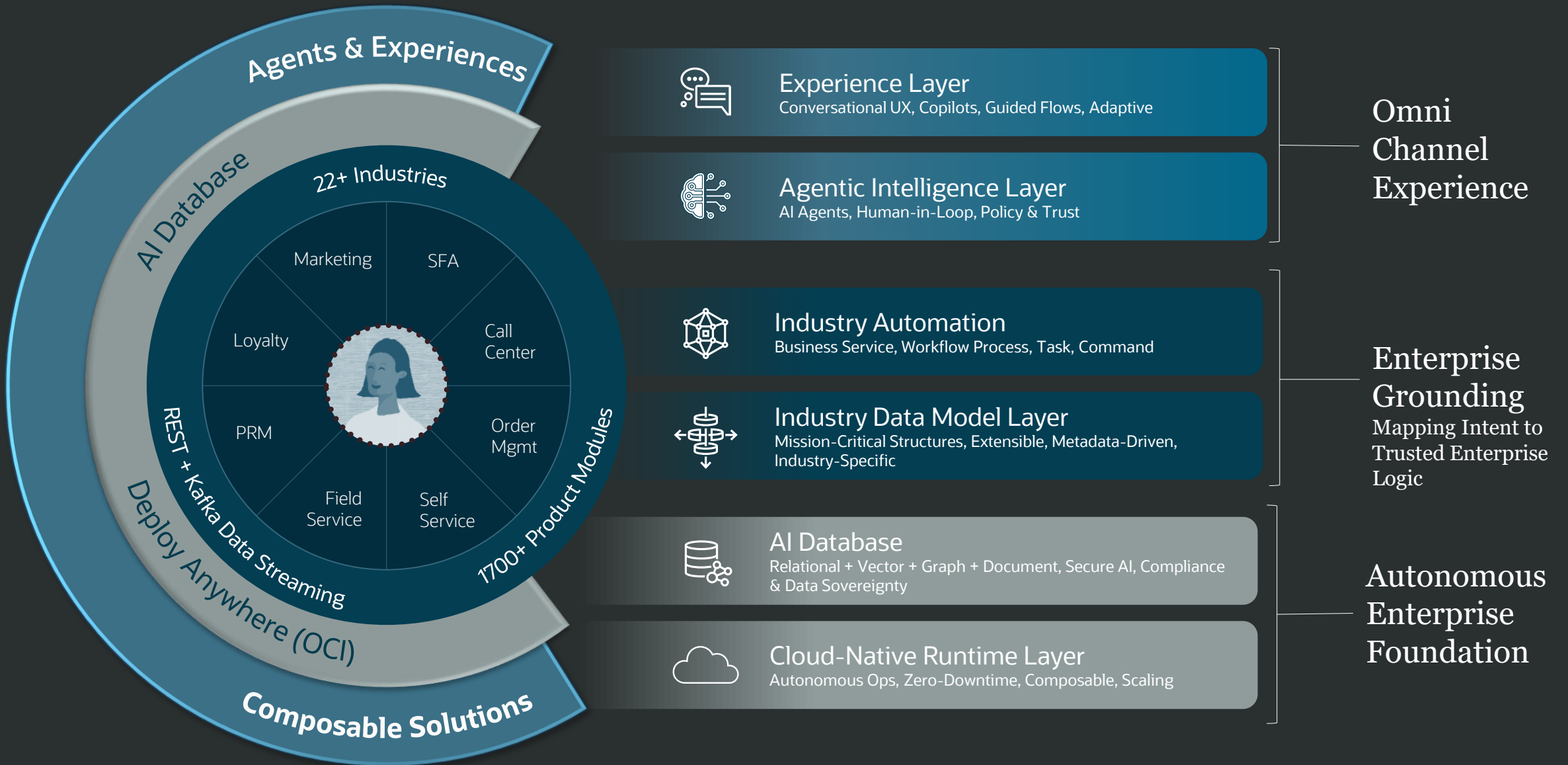
Operators



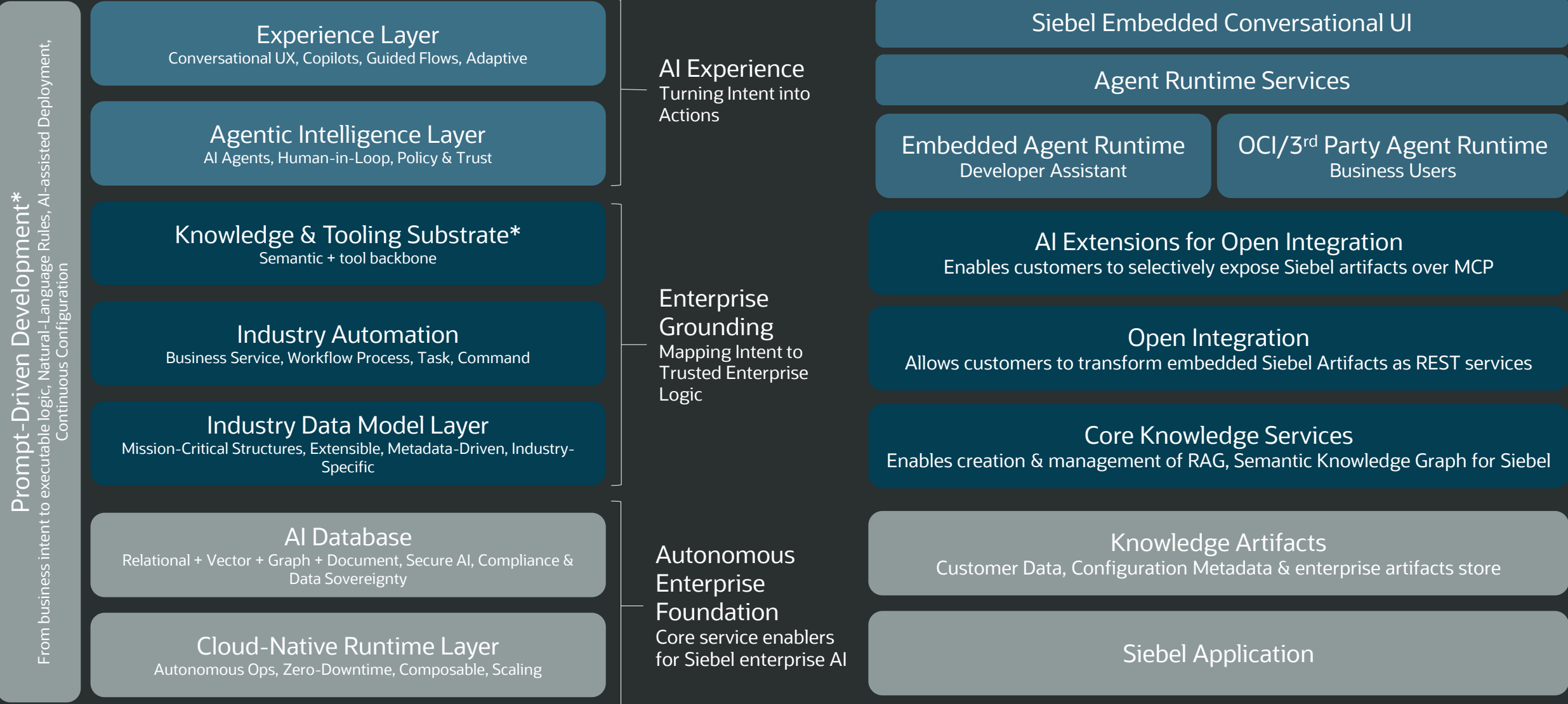
Business Users

Consistent, domain-aware AI experiences across all personas

From Customer-Centric Solutions



From Customer-Centric Solutions... to Your Autonomous Front Office



Why Siebel AI

Enabling organizations to focus on scaling outcomes

Enterprise AI Adoption Today

- ❖ AI initiatives often begin as isolated pilots
- ❖ Scaling requires deep integration with enterprise data and workflows
- ❖ Moving to production demands **continuous investment in rapidly evolving AI capabilities**
- ❖ This can slow down iteration and delay business impact

The challenge is not starting AI – but scaling it efficiently and sustainably

Siebel AI allows teams to focus on business outcomes – not underlying AI infrastructure

Where Siebel Adds Value

- ❖ Builds on existing enterprise knowledge and workflows
- ❖ Provides a **stable foundation for AI integration & execution**
- ❖ Abstracts the complexity of evolving AI building blocks
- ❖ Enables controlled, compliant, and consistent AI adoption

What This Enables

- ❖ Faster transition from pilots to production
- ❖ Rapid iteration of AI-driven use cases
- ❖ Consistent and governed execution across the enterprise
- ❖ Reduced operational overhead in managing AI capabilities

Siebel absorbs the complexity of evolving AI foundations – so you can focus on delivering business value faster

AI for Everyone, AI Everywhere

Helping everyone accomplish more with Agents & Assistants

Users & Customers

Use applications to sell, market, service, and transact.

- Faster, 24/7 customer service
- Optimized sales processes
- Enhanced personalization
- Automated convenience
- Automated and intelligent marketing
- Enhanced analytics and forecasting

Developers & Architects

Build, extend, configure, and maintain applications.

- Automated code & repository generation
- Enhanced productivity
- Improved code quality
- Automated testing
- Data-driven decision-making

Operators

Run and manage the Siebel platform 24x7x365.

- Crash detection & performance resolution
- Predictive failure prevention
- Upgrades & updates
- Disaster recovery
- Enhanced security and threat detection
- Reduced operational costs
- Automated routine tasks
- Capacity planning

AI for Business Users

Service

SR Resolution Assistant

- AI agent understands SRs, finds relevant knowledge, and recommends solutions while automating actions like drafting responses.

Service Request Similarity Search

- Finds the most relevant past SRs, helping agents quickly access proven solutions.

Auto-Generate Resolution Details

- Drafts high-quality, personalized responses for quick agent review and faster, consistent customer support.

Sales

Sales Assistant

- Helps reps by summarizing customer data, recommending offers based on interest, guiding configurations, and ensuring discounts and orders are accurate.
- Configures offers based on customer needs identified through interactions with the Assistant.
- Drives better outcomes with higher conversion rates, faster handling time, improved sales quality, and support for less experienced agents.

Marketing

Loyalty Promotion Assistant

- Configure loyalty promotions conversationally
- Creates Rules, Actions and Criteria
- Leverages the Siebel RAG framework.
- Human in the loop for validation

AI for Developers, Operators, Architects

Developers

Developer Assist

- AI assisted tool to configure Siebel
- AI enabled discovery and reasoning over Siebel artifacts – objects, UI, scripts, workflows and more.
- AI assisted planning & configuration with Human in the Loop

Test Automation Assistant

- Users create test scripts end to end using AI assistance such as Recording, Parameterization, verification steps, Finalize Test Script and Run it.

Operators

Crash Analyst

- Enables Operators to easily interact with log data through natural language queries.
- Contextual insights backed by comprehensive analysis of crash files.
- Analysis and insights are retained allowing user to revisit the service to get more details if they desire.

Memory Leak Analyzer

- AI Assistant analyzes Siebel eScripts to detect code violations and memory leaks.
- Available as a REST API on OCI

Architects

Siebel AI Connector

- Extend capabilities for customers to configure and compose MCP Servers.
- Build design time artifacts for AI tooling on Open Integration APIs for Siebel.
- Consume AI tools, design & deploy MCP Servers – Siebel's Data Plane for Agentic AI.

Siebel AI RAG framework

- Built-in capabilities for agent creation, knowledge base setup and data ingestion
- Supports both cloud and on-premise models, including the ability to use any LLM with a local vector store (OpenSearch), giving customers full control over architecture, data, and compliance.

Embed AI Services Into Existing Processes

AI and Generative AI use cases configurable in Siebel today

Analysis

Classification

Summarization

Writing Assistance

Service

Speech-to-Text Transcription*

Detect Personally Identifiable Information*

Detect Private Health Information*

Mask Personally Identifiable Information*

Mask Private Health Information*

Replace Personally Identifiable Information*

Replace Private Health Information*

Remove Personally Identifiable Information*

Remove Private Health Information*

Service Request Classification*

* Pre-configured

Case Classification

Chat Summarization

Customer Feedback Summarization

Case/Incident Summarization

Summary of Equipment Maintenance

Email/Service Request Translation

Image Classification

Generated Satisfaction Score (GSAT)

Generate Knowledge Based Article from Service Request

Complaint Attribute Generation

Identify Tables, and Key Values

Sales

Win Stories from Won Opportunities

Meeting Notes Summarization

Draft or Revise Sales Pitch Emails

Meeting Follow-Up Email

Marketing

Generate and Refine Campaign Email Content

SMS Push Assisted Authoring

Email Subject Line Generation

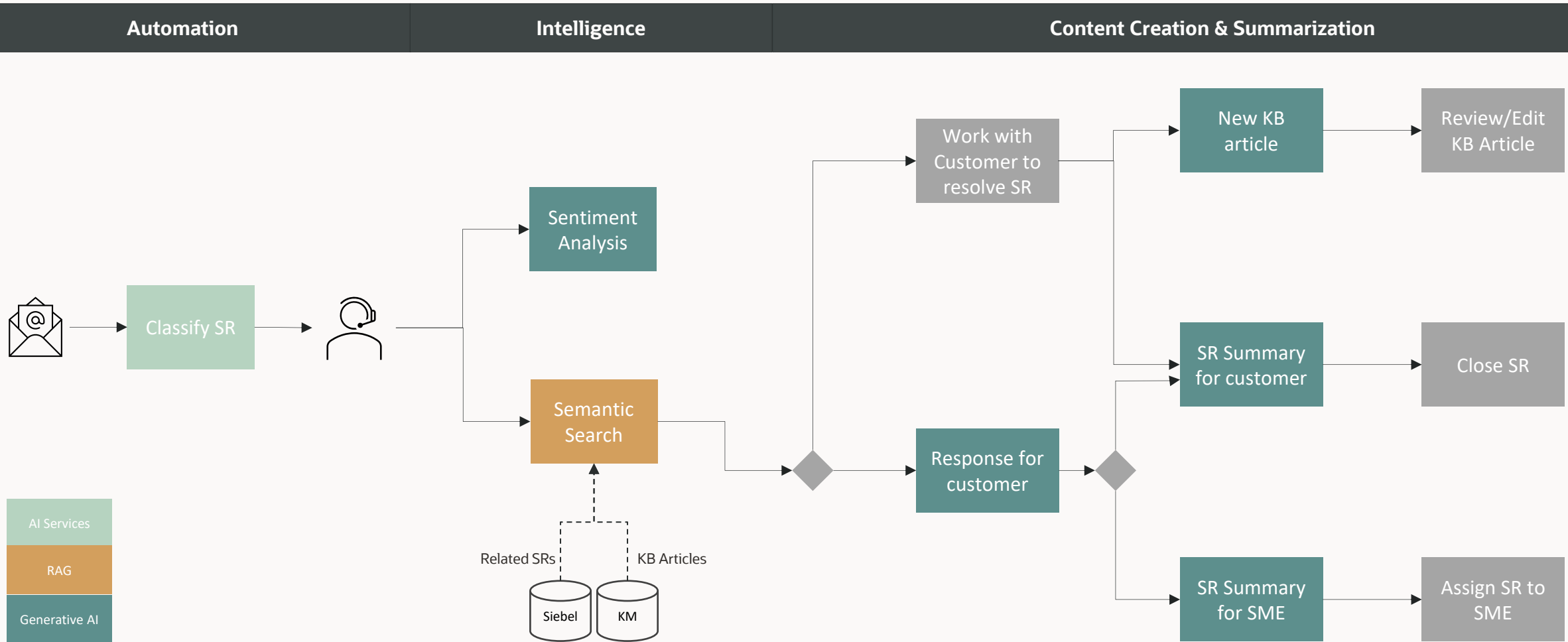
Opportunity Scoring Model

...and many more



Addressing the end-to-end needs of enterprise customers

Example Service flow embedding AI into existing workflows



ROI Potential for AI

A single use-case:



1 agent spends **1 hour per day** summarizing SRs and call activity (after call work)



1 hour per day, for 240 workdays per year, equals 240 hours / **10 days per year**



This represents a productivity gain for just **1 single use-case** for **1 agent** in service



With a workforce of **100 agents**, imagine the possibilities of **1,000 extra days** per year?

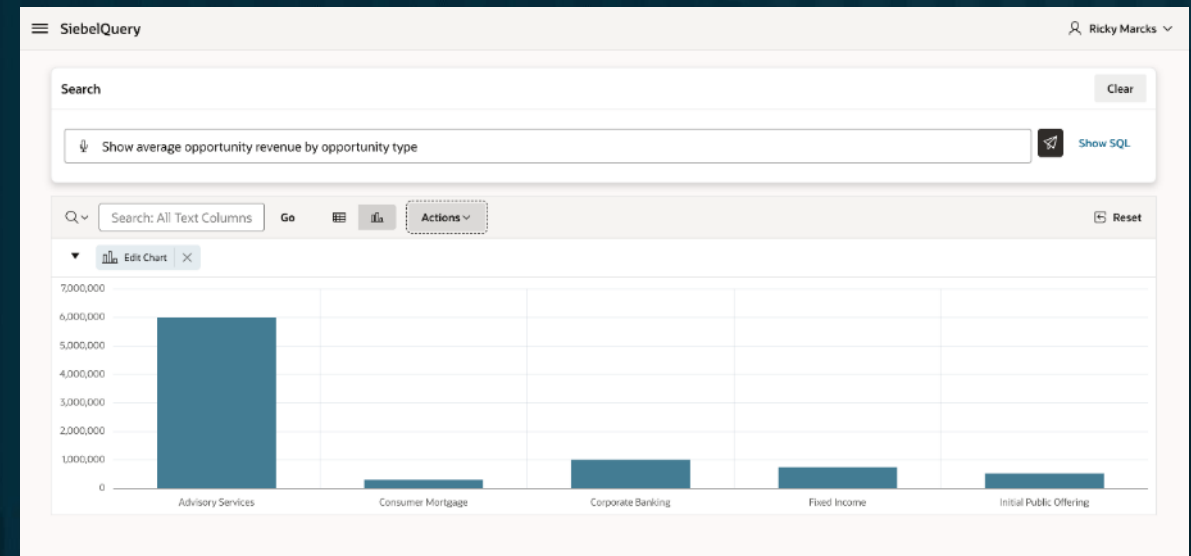


Bring GenAI to Your Data with Oracle database 26ai

- Build AI powered bots that enable **Business Users** to query Siebel data using natural language.
- **Accelerate decision making** through instant query generation.
- **Reduced IT administrative costs** for building customized reporting tools & dashboards.
- **Traceability** - validate & verify correctness of the AI generated query.
- **Increased workforce productivity** by reducing upfront training for new employees.
- Using Select AI with RAG, enable LLMs to understand your data model and generate SQL queries for natural language questions.

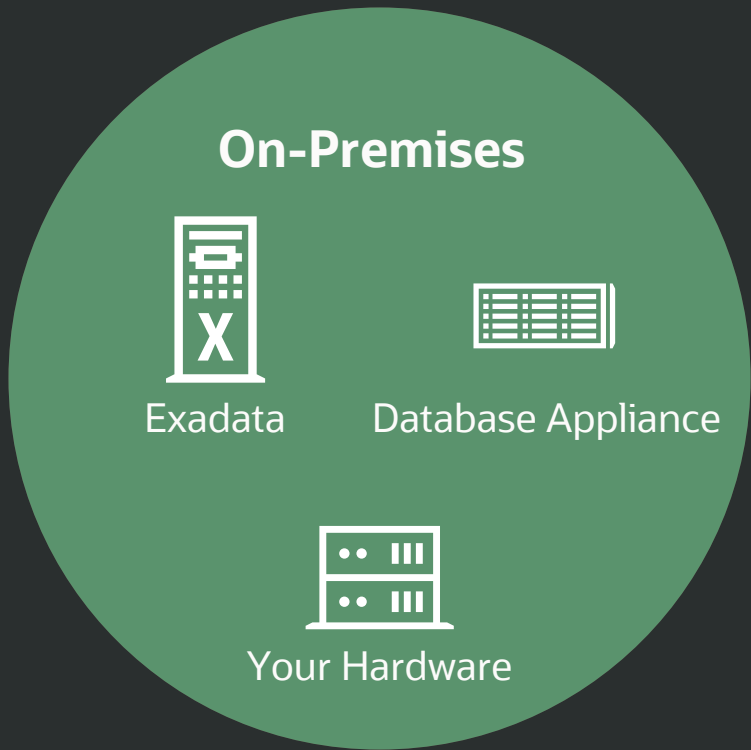
SiebelQuery interface showing a search query: "Show me all accepted opportunities and associated account name". The results are displayed in a table with columns "Opportunity Name" and "Account Name".

Opportunity Name	Account Name
North America SMB Tradeshow - Jack Nichols	Fast Track Career Consulting
Honeywell Automation Master SLA Renewal 2008	Honeywell International
Marriott Single Drive: 48x CD-RW Drive - 2500 units	Marriott International HQ
Wireless Keyboard and Optical Mouse	Marriott International HQ
Honeywell Aerospace 200 2400 Desktops	Honeywell International
2008 Year End Loader purchase	Capitol Construction
Wireless Keyboard and Optical Mouse	The Dial Corporation
Puma Sports - Canon Powershot 5500 Digital Camera	Puma Sports, Inc.



Siebel CRM and Oracle AI Database runs everywhere

Read more >



Hardware of your choice

- The performance, scale, availability of Exadata



Location of your choice

- Full cloud automation, features, and performance in your data center



Leading cloud of your choice

- Full Exadata Cloud capabilities
- Sub-millisecond latency
- Use existing cloud vendor credits



Siebel AI

Flexible AI that You Control

Bring AI to Your Data, Anywhere



OOTB AI
Features



Easily embed
AI Services



Talk to Your
Data with 26ai



Flexible AI
Frameworks



Plug-in LLM
of choice



AI in Your
Data Center



Open
Integration



AI Agents &
Assistants for all



Siebel AI
Connector (MCP)

Siebel Anywhere

Run and Operate Siebel CRM On-Premises, on OCI – or anywhere you want with by **Oracle's multi-cloud strategy** and **Siebel Cloud Manager**. Optimized for cloud and designed to meet your needs as they evolve over time.

OCI's distributed cloud offers exceptional flexibility and choice

Operate Siebel CRM On-Premises, or on OCI - anywhere you want



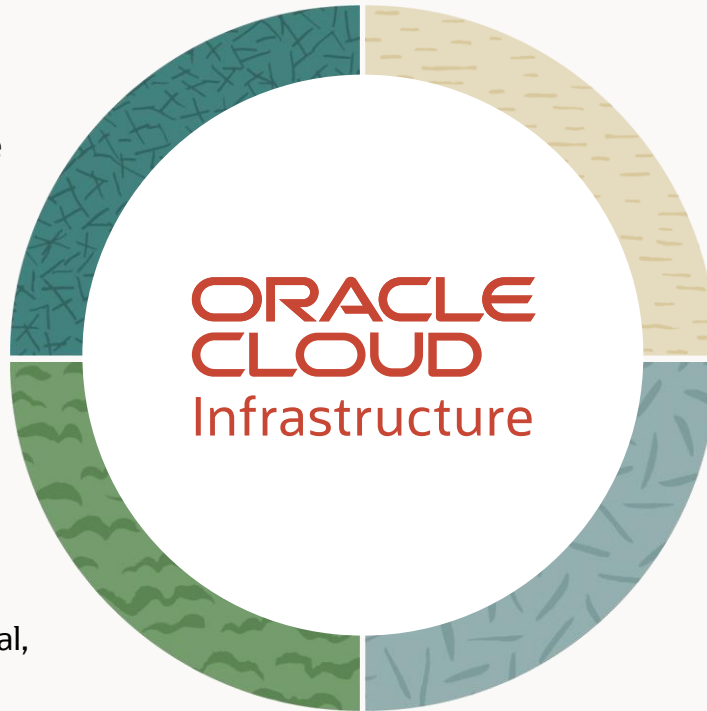
Multicloud

Our products work with your other providers, including Oracle Database Service for Azure, Oracle Interconnect for Azure, and Oracle MySQL Heatwave on AWS



Public cloud

Access cloud services in 45 global locations including Commercial, US Government, UK Government, Australian Government, US National Security Regions, and European Sovereign



Hybrid cloud

We bring cloud services to you, including Oracle Exadata Cloud@Customer, Oracle Compute Cloud@Customer, Oracle Roving Edge Infrastructure, OCI Observability and Management, and Oracle Database



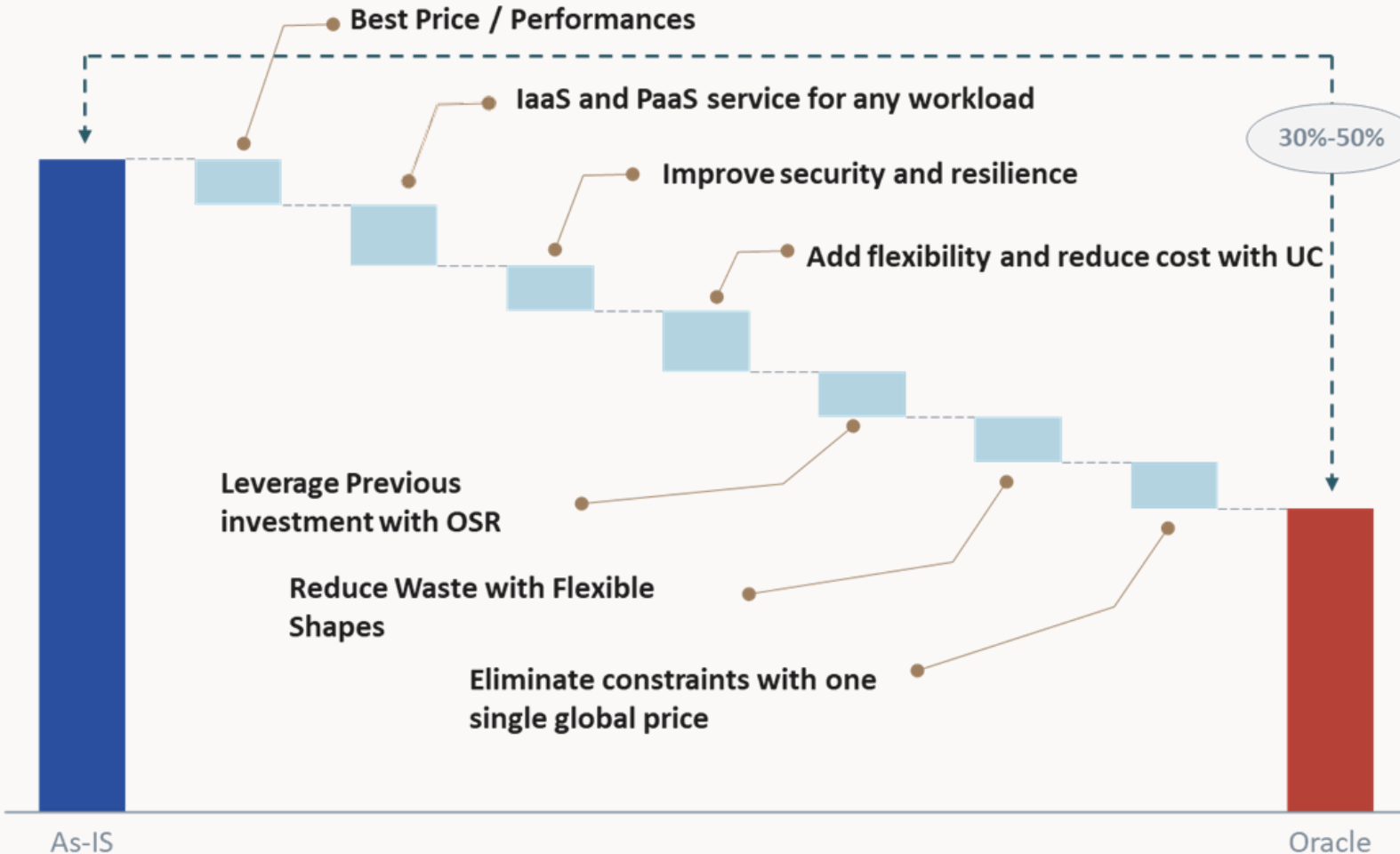
Dedicated cloud

We build a cloud just for you, with all 100+ OCI services running in customer data centers, including OCI Dedicated Region and Oracle Alloy



Moving to Oracle Cloud

Reduce your cost base and unlock funds for innovation



The expectation for our customers is to reduce substantially their cloud bills by 30% or more

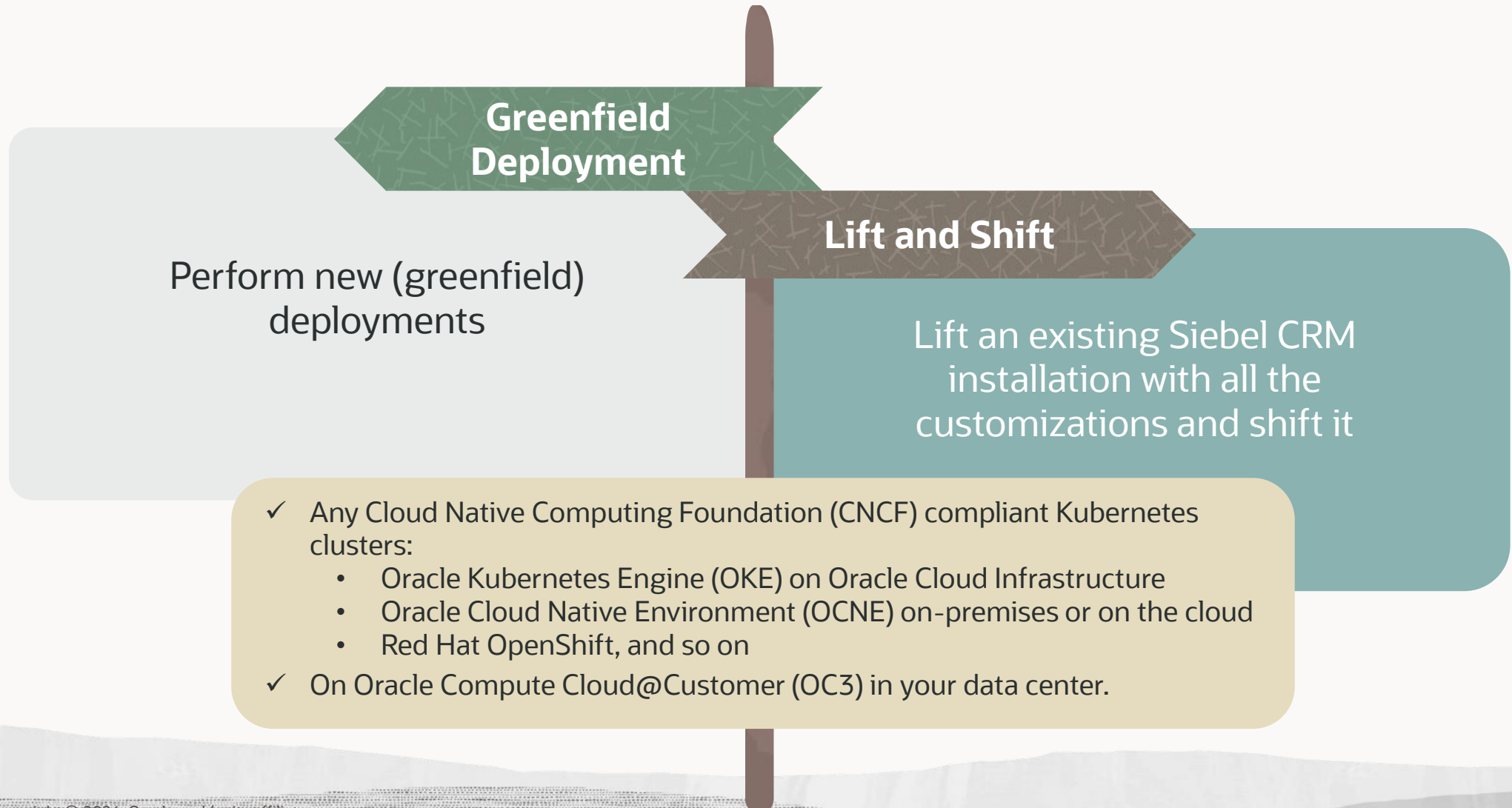
This will guarantee performances and reliability

Oracle is the ideal platform where to standardize and modernize any type of workload



Deploy Anywhere with Siebel Cloud Manager

Save time and costs with our simplified deployment platform



Siebel Cloud Manager

Cloud Native Platform Choices

On Oracle Cloud Infrastructure

Oracle Cloud Native Environment (OCNE)
Oracle Kubernetes Engine



On Multicloud

Oracle Cloud Native Environment (OCNE)
CNCF-Certified Kubernetes



On-Premises

Oracle Cloud Native Environment (OCNE)
CNCF-Certified Kubernetes



*Siebel CRM.
Kubernetes
Orchestrated.
Anywhere.*

Siebel Cloud Manager

Run Smarter, Deliver Faster



DEPLOY

Installer

- OCI Marketplace listing
- MOS download

Deployment

- Siebel Installer for cloud-native-anywhere
- Microservices deployment
- Dynamic Up-scaling
- Agentic



OPERATE

Tools Interoperability

- BYO Resources
- BYO Git and Kubernetes service

GitOps

- CI / CD
- Rolling Update enablement



MONITOR

Observability

- Metrics Monitoring
- Log analysis

Recovery

- Disaster Recovery in OCI
- AIOps, Agentic Ops

IMPACT

Reduction in infra and ops cost

Operate cloud-native, anywhere

Fewer unplanned downtimes

Faster release cycles

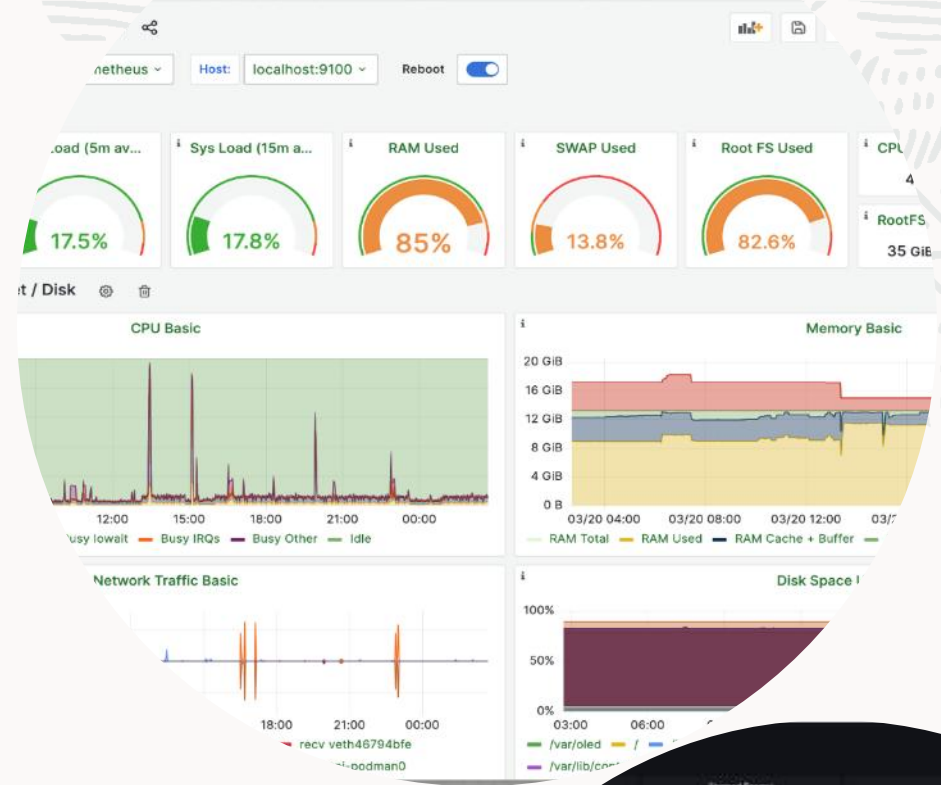
Innovative, stay modern

Your mission-critical Siebel - Now agile, API-ready, and cloud-smart.

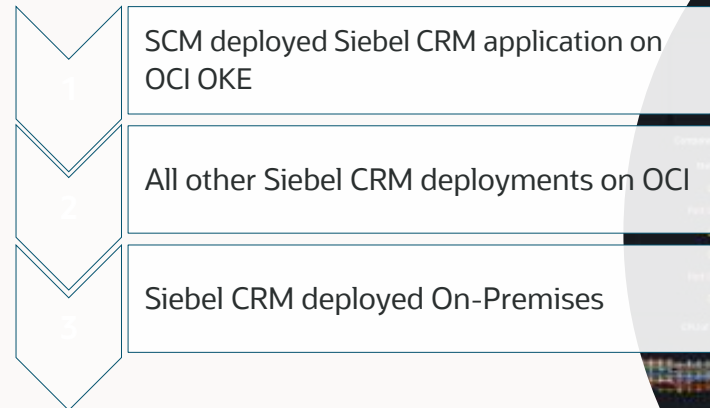
Modern Observability for Siebel CRM

Cloud Native Monitoring & Logging Analytics

- Monitor all Siebel CRM Deployment backend
- Observe Metrics in the browser
- Proactively detect and alert stress on your Deployment
- Reduce SiebelOps Cost, respond in time – maintain SLAs, improve CSAT!
- Get ready for AIOps
- Search across All Logs in One Search
- Access all Siebel CRM and Infrastructure Logs from the browser
- Use platforms of your choice – OpenSearch Stack or OCI Stack or both
- Build log-based Intelligence



Observe More in Phases





Gain Agility, Intelligence and Reduced Costs. Operate Siebel Cloud Native anywhere you desire



Reduce Costs with OCI

Plan your data center exit strategy with OCI to reduce costs and improve performance



Go Cloud Native

Gain efficiencies and simplify maintenance using Siebel Cloud Manager aligned with IT's desired architecture



Enable AI in Your Data Center

Options to enable GenAI with Siebel CRM in your data center without your customer data leaving the building

Customer Success



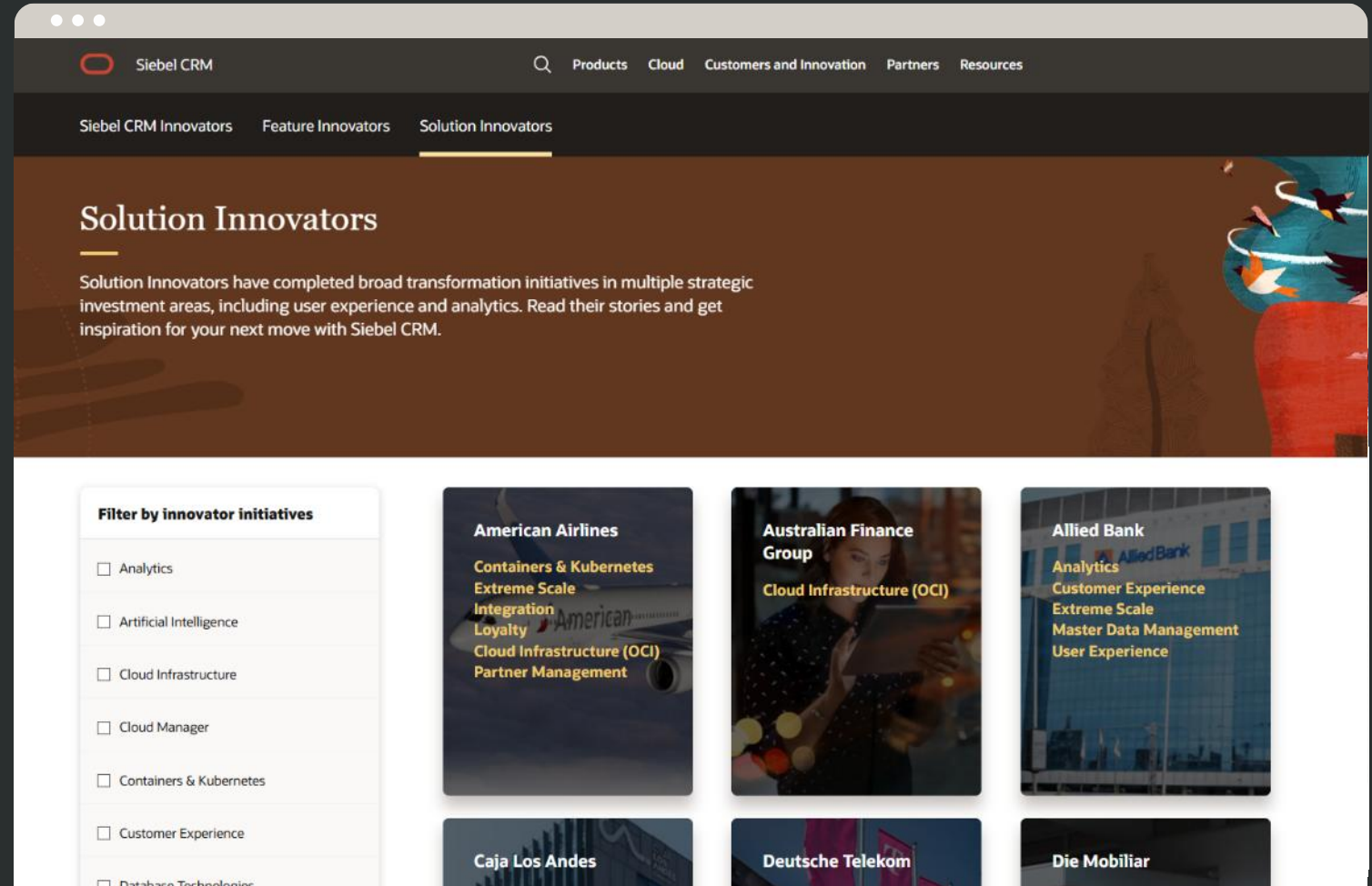
Key Resources

Siebel Infoportal

Microsite for our customers to easily find accurate information in one place.

- **Key product information**, strategy and roadmap
- **Find Partners** by region / competency
- **Locate training & webinars**
- **Calendar of events**
- **Discover other customers success** innovators from previous presentations and case studies

Siebelinfo.com



[Go to Infoportal](#)



Statement of Direction

EASY > It's on the Siebel Infoportal

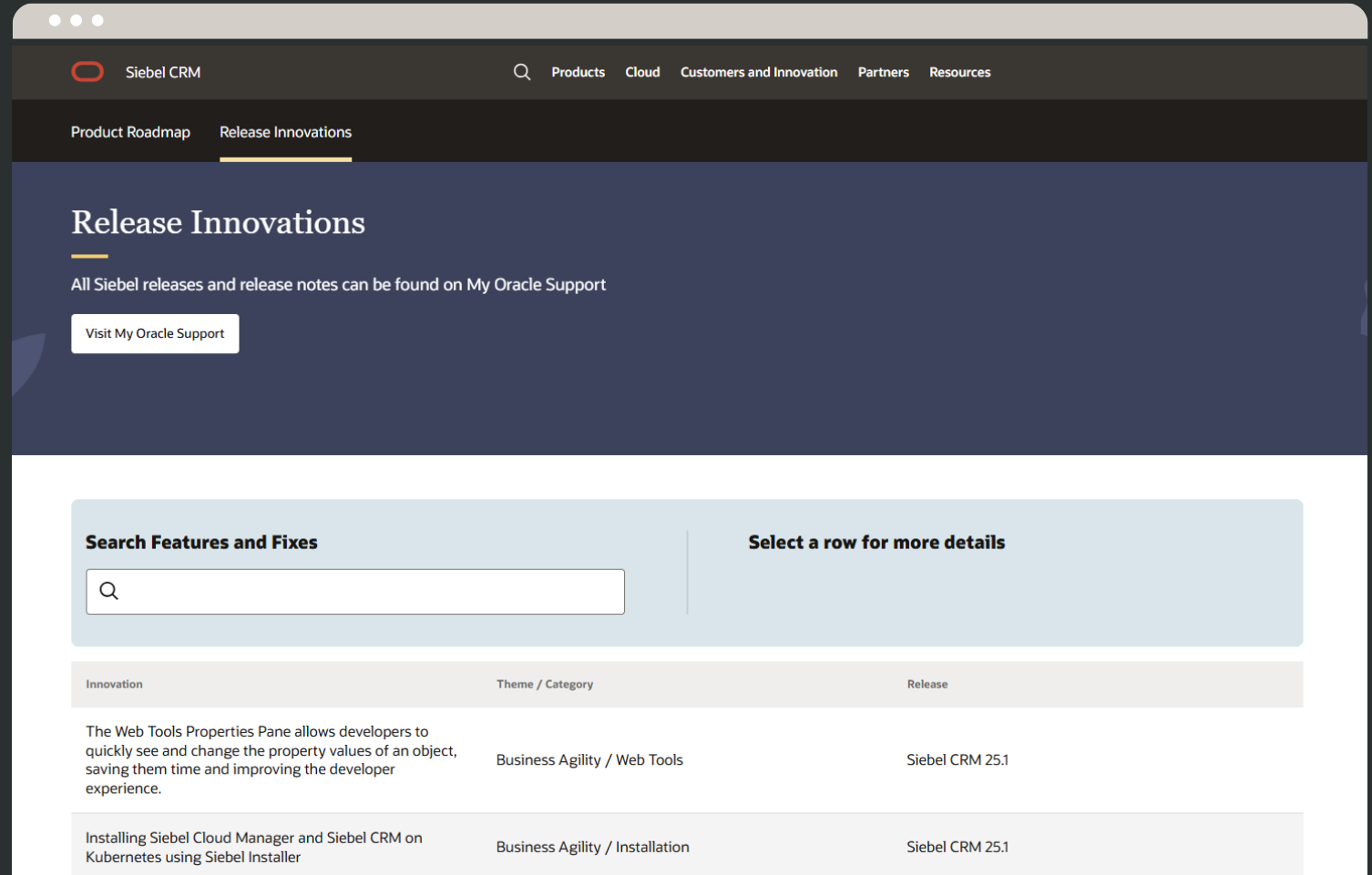
Future Roadmap

Super easy to share our roadmap with customers.

Release Innovations

Complete list of every feature we've released since 2017

Siebelinfo.com



Go to Infoportal >



Stay Connected



Key Channels

- [Siebel Infoportal](#)
- [Siebel Blog](#)
- [My Oracle Support Community \(MOSC\)](#)
- [LinkedIn Connect](#)



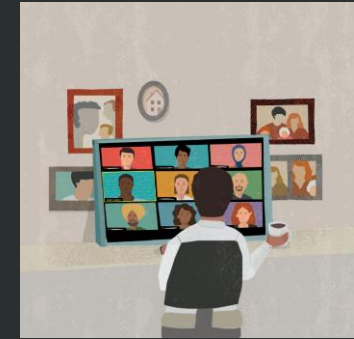
Email Newsletters

- [Customers](#)
- [Partners](#)



Customer Webinars

- Product training
- Meet the Experts
- Customer case studies
- [Event Schedule](#)



Partner Connect

- [Regular Partner Connect virtual meetings](#)
- Implementation and technical guidance

General email for customer enquiries

✉ askSiebel_ww_grp@oracle.com



Anything is Possible

Sophisticated. Open. Intelligent.

Embrace the future with Siebel

The new Siebel CRM harnesses its rock-solid foundations with Oracle's technology stack as an enabler for achieving a true system of intelligence.

In-place modernization for AI

Achieve more economic value and faster AI activation from your Siebel CRM platform versus expensive, high risk transformation alternatives.

Investment longevity guaranteed

Siebel CRM is an integral part of Oracle's end-to-end Industry strategy for decades to come.



Anything is Possible

Talk to our experts

Embrace the future with Siebel

30+ Years of Customer Success

30+ Years of Product Engineering

30+ Years of Industry Expertise

Kickstart your journey with the most flexible,
open and adaptable Enterprise CRM platform.

Email:

askSiebel_ww_grp@oracle.com



ORACLE