

DATA SHEET

# Pitney Bowes Spectrum™

## Enterprise Data Integration Solution

COMPOSITE APPLICATION DATA SERVICES™ FOR SIEBEL® SIMPLIFIES AND ACCELERATES ANY PROJECT THAT REQUIRES PACKAGED ENTERPRISE DATA



### Summary

Data Services for Siebel delivers hundreds of the most common application objects – invoices, shipments, customer accounts, sales opportunities, and more – in the form of pre-built views.

### Benefits

- **Pre-built Content** – Frequently used business information already packaged with context, accelerating projects and reducing risks
- **No Coding** – Eliminates programming and API complexities, saving you time
- **Data Integrity** – Enforces application level user authentication and restricted data access based on user responsibilities
- **Non-invasive Access** – Light weight, low-risk integration. No need to modify your Siebel Application

### OVERVIEW

Composite Application Data Services™ for Siebel enable instant access to Siebel and deliver its content as pre-built, reusable data services. Data Services for Siebel allow enterprises to quickly and easily implement a service-oriented architecture (SOA), providing companies with the agility to build IT solutions that support dynamic business needs.

Customer data from Siebel is invaluable not only within the system, but also in the larger context of your enterprise. For example, combining Siebel data with data from a legacy call center system allows you to achieve a single view of the customer – helping you make day-to-day business decisions. However, getting data out of Siebel is not a simple task. Complex data structures and application interfaces require specialized expertise to access the data.

Data Services unlock Siebel data and deliver it as standards-based Web services or SQL. Data Services for Siebel deliver high-level abstracts of the most common business objects, such as Accounts, Opportunities, and Service Requests. This enables SOA-compliant applications, as well as traditional front-end applications such as a reporting tool, to consume the content, providing users with the visibility they need to effectively run their businesses. *(Sample list of Siebel services on next page.)*

### Immediate Impact on a Wide Range of Projects

- **SOA Data Services** – Enterprises need to get SOA up and running quickly. Data Services for Siebel deliver pre-built services, providing out-of-the-box content in the form of standards-based Web services, accelerating your path towards SOA.
- **Single-View Projects** – On-demand aggregation of operational and historical data about a given customer (or any other business object) across Siebel and other data sources improve visibility for sales and service professionals.
- **Data Integration** – Data Services for Siebel are read/write, enabling easy insert and update of key data, with all application business rules enforced, without a big infrastructure effort. Access, combine, and deliver information from disparate data sources, including Siebel, SAP, Oracle EBS, and Salesforce.com.
- **Operational Business Intelligence** – Use Data Services for Siebel to power business intelligence, portal, and dashboard initiatives. On-demand information from Siebel enables better management visibility and day-to-day business decisions.

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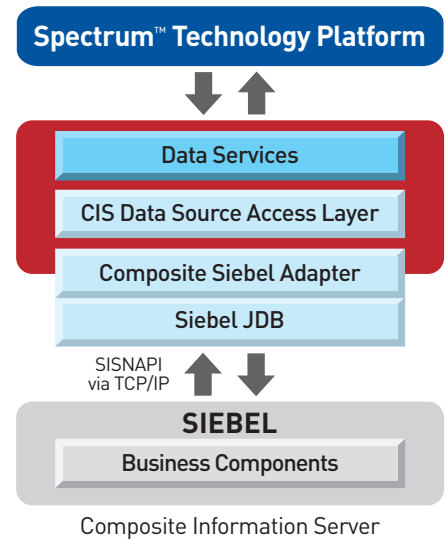
## Enterprise Data Integration Solution

COMPOSITE APPLICATION DATA SERVICES™ FOR SIEBEL®

### Data Services for Siebel

The Composite architecture allows you to query and combine all Siebel business components using approved interfaces. The complexities of the Siebel APIs are resolved by the Composite Siebel adapter, allowing you to transparently access both the data and metadata in a relational format. Then the Composite Information Server allows you to publish the Siebel content to Spectrum.

FOR MORE INFORMATION ON HOW YOU CAN JUMPSTART YOUR ENTERPRISE DATA PROJECTS, CALL US TODAY OR VISIT OUR WEBSITES.



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### SAMPLE LISTS: SIEBEL DATA SERVICES

<b>Accounts</b> <ul style="list-style-type: none"> <li>• Customer Accounts</li> <li>• Supplier Accounts</li> </ul>	<b>Contacts</b> <ul style="list-style-type: none"> <li>• Contacts</li> </ul>	<b>Orders</b> <ul style="list-style-type: none"> <li>• Purchase Order Headers</li> <li>• Purchase Order Line Items</li> <li>• Sales Order Headers</li> <li>• Sales Order Line Items</li> <li>• Shipping Order Headers</li> <li>• Shipping Order Line Items</li> </ul>	<b>Products</b> <ul style="list-style-type: none"> <li>• Internal Products</li> <li>• Product Defects</li> <li>• Products</li> </ul>
<b>Actions</b> <ul style="list-style-type: none"> <li>• Actions</li> </ul>	<b>Employees</b> <ul style="list-style-type: none"> <li>• Employees</li> </ul>		<b>Quotes</b> <ul style="list-style-type: none"> <li>• Quote Items</li> <li>• Quotes</li> </ul>
<b>Agreements</b> <ul style="list-style-type: none"> <li>• Agreements</li> </ul>	<b>Invoices</b> <ul style="list-style-type: none"> <li>• Invoices</li> </ul>		
<b>Campaigns</b> <ul style="list-style-type: none"> <li>• Campaigns</li> </ul>	<b>Opportunities</b> <ul style="list-style-type: none"> <li>• Opportunities</li> <li>• Opportunity Forecast</li> <li>• Opportunity Product Forecast</li> </ul>	<b>Organizations</b> <ul style="list-style-type: none"> <li>• Organizations</li> </ul>	<b>RMA</b> <ul style="list-style-type: none"> <li>• RMA</li> </ul>
<b>Channel Partners</b> <ul style="list-style-type: none"> <li>• Channel Partners</li> </ul>		<b>Price List</b> <ul style="list-style-type: none"> <li>• Price List</li> </ul>	<b>Service Requests</b> <ul style="list-style-type: none"> <li>• Service Requests</li> <li>• Services for Product</li> </ul>

### SPECIFICATIONS

To view a list of supported databases and connectivity software, please visit us at:

<http://www.pbinsight.com/products/data-management/data-quality-and-enrichment/enterprise-data-integration/spectrum-data-services-for-siebel/>