

CHOOSE THE SOLUTION THAT IS RIGHT FOR YOU

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Choose The Right Solution For You

Oracle believes the key to success is to offer customers choice, and not force them into one deployment methodology over another. We understand that organizations want solutions that are perfectly fit to address their problems and challenges and allow them to meet their key strategic goals. They need maximum flexibility when deciding which solution is right for their organization, both today and as their business needs change in the future. In assessing which deployment option is most appropriate for their business, organizations can consider these key factors:

	Consider shared on demand CRM when you . . .	Consider privately managed on demand CRM when you . . .	Consider on premise CRM when you . . .
Available IT Resources	<ul style="list-style-type: none"> Have limited/no IT resources Have expert IT staff, but do not want to allocate them to CRM 	<ul style="list-style-type: none"> Have limited/no IT resources Have expert IT staff, but do not want to allocate them to CRM 	<ul style="list-style-type: none"> Want to leverage existing in-house IT expertise Want to utilize existing hardware and software assets
Deployment Time Frame	<ul style="list-style-type: none"> Need a turnkey solution that can be immediately deployed for fast results 	<ul style="list-style-type: none"> Want to build a highly customized solution Are willing to invest in a two- to four-month implementation effort 	<ul style="list-style-type: none"> Want to build a highly customized solution Are willing to invest in a two- to four-month implementation effort
Budget	<ul style="list-style-type: none"> Have limited/no capital budget; are funding purchase out of your operating budget 	<ul style="list-style-type: none"> Have allocated capital budget for licensed software, but don't want to allocate capital budget for hardware Prefer not to assign or hire staff to manage CRM Want predictable monthly expenses for hosting and managing the software 	<ul style="list-style-type: none"> Have allocated capital budget for hardware and software
Functional Requirements	<ul style="list-style-type: none"> Have core CRM requirements in sales, marketing, service, and analytics 	<ul style="list-style-type: none"> Want extended capabilities in select areas such as field service and deep industry editions 	<ul style="list-style-type: none"> Want extended capabilities in select areas such as field service and deep industry editions
Scalability	<ul style="list-style-type: none"> Anticipate high growth, global expansion, and require ability to add to your CRM capabilities rapidly 	<ul style="list-style-type: none"> Anticipate high growth, global expansion, and require ability to add to your CRM capabilities rapidly 	<ul style="list-style-type: none"> Will expedite adding staff and securing capital required when business volumes or geographic drivers spike
Outsourcing Attitudes	<ul style="list-style-type: none"> Prefer to focus on business aspects of CRM and rely on partner to manage technology on your behalf 	<ul style="list-style-type: none"> Prefer to focus on business aspects of CRM and rely on partner to manage technology on your behalf 	<ul style="list-style-type: none"> Prefer to maintain complete control of applications and infrastructure on-site

CONSIDER HYBRID WHEN YOU . . .

Hybrid solutions enable organizations to maintain multiple classes of users. One class of users may require more complex solutions or integration with a variety of data sources across the organization – these users would have access to an on premise solution. The organization can also maintain a second category of users who require more basic functionality, necessitate a lower-cost solution, or need a solution that can be brought online quickly.

Regardless of how organizations decide to deploy on premise and hosted solutions, the option always exists to easily migrate users to either an on premise solution or on demand solution if warranted. Organization can always maintain the right mix of deployment types in order to keep pace with the needs of their business given their experience in solving front-office problems.

When deploying hybrid solutions, consider integration requirements and single point of accountability for the technology that underlies the end to end business processes. Standards based solutions, comprehensive middleware, and reduction in number of vendors are key success factors for this model.



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