

## What is the IBM Global Services Siebel Practice

IBM Global Services has become a Siebel Strategic Alliance Partner to deliver support services for Siebel Front Office Applications helping customers integrate and deploy Siebel Systems' Web-based sales, marketing, customer service and e-business solutions.

IBM Global Services has formed a worldwide team, IBM Global Services Siebel Practice, to deliver world-class business processes, software configuration, integration, training and customer support for Siebel Front Office applications.

IBM and Siebel Systems are committed to providing their joint customers with a comprehensive solution for their front office automation requirements. CallPath, DB2 and MQSeries are examples of the products being addressed for integration with the Siebel product suite. Recently, IBM and Siebel Systems announced a joint development, marketing and sales agreement to deliver out-of-the-box integration between Siebel Front Office Applications and the IBM DB2 Universal Database. This means the IBM Global Services Siebel Practice will be able to quickly deploy Siebel Front Office Applications that incorporate built-in support for DB2 as well as other IBM middleware products, helping to reduce project costs while providing customers with world-class performance and enterprise scalability.

The IBM Global Services Siebel Practice will be opening Solution Centers in support of this initiative throughout North America, Europe and Asia Pacific, to provide in-depth Siebel skills throughout the world. The Solution Centers will showcase successful Siebel customer deployments and industry best practices in sales, marketing and customer service. IBM experts in Siebel products will help customers identify, build, integrate and deploy solutions that uniquely meet their specific business requirements.

## IBM Partners with Siebel

"Organizations around the world depend on Siebel Front Office applications to help them build and maintain strong relationships with their customers. Now companies will be able to leverage IBM Global Services to optimize their Siebel Solutions."

*Doug Elix  
General Manager  
IBM Global Services*



"Our extended relationship with IBM Global Services further demonstrates the commitment of both IBM and Siebel Systems to the success of our joint customers. Siebel customers can now rely on a worldwide team of trained, dedicated experts from IBM Global Services who are committed to the highest levels of customer satisfaction."

*Thomas M. Siebel  
Chairman and CEO  
Siebel Systems, Inc.*

## IBM Global Services & Siebel

### About Siebel Systems

Siebel Systems, Inc. is the world's leading supplier of Web-based front office software systems. Siebel Systems provides an integrated family of sales, marketing and customer service application software for field sales, customer service, telesales, telemarketing, field service, third-party resellers and Internet based eCommerce. Siebel Systems' sales and service facilities are deployed locally in more than 20 countries and can be reached through the World Wide Web at: [www.siebel.com](http://www.siebel.com)

### About IBM Global Services

IBM Global Services is the world's largest information technology and business solutions services provider, with 1998 revenues of approximately \$29 billion. Services is the fastest growing organization of IBM, with more than 130,000 professionals serving customers in 160 countries. IBM Global Services integrates non-IBM with IBM's broad range of capabilities -- services, hardware, software and research -- to help companies of all sizes realize the full value of information technology.

## The IBM Global Services Siebel Team

## Places To Go For Additional CRM Information



### IBM Siebel Practice Executive:

#### ► VP & Practice Executive

**Nancy Green**

nkgreen@us.ibm.com 310-768-4387

### Global Center of Competency:

#### ► Siebel Competency Manager

**Stacia Bedford**

sbedford@us.ibm.com 401-851-4122

#### ► Siebel Delivery Framework Manager

**Richard Hennessey Jr**

hennesse@us.ibm.com 401-851-4219

#### ► Siebel Practice Operations Manager **Robert Vasina**

bvasina@us.ibm.com 770-644-5246

### IBM Siebel Coverage by Geography:

#### ► Northeast Practice Leader

**Kenneth Camut**

kcamut@us.ibm.com 704-595-3375

#### ► Central Practice Leader

**Michael Barich**

mbarich@us.ibm.com 847-236-1088

#### ► Southeast Practice Leader

**McCall**

pmccall@us.ibm.com 404-238-7690

#### ► Southwest Practice Leader

**Dale Youngkrantz**

youngkral@us.ibm.com 303-464-7602

#### ► West Practice Leader

**Kathleen McCann**

klmccann@us.ibm.com 415-545-5851

#### ► EMEA Offerings

**Helge Bahrs**

bahrs@de.ibm.com 49-711-785-0 x4251

**Peter**

### Opportunity & Sales Support:

#### ► Business Alliance Manager

**David Miller**

dmmille@us.ibm.com 847-981-4406

### IBM Corporation Web Sites

(access for DB2, MQ, e.business, WebSphere)

[www.ibm.com/](http://www.ibm.com/)

### IBM Global Services Web Sites

[www.ibm.com/services/](http://www.ibm.com/services/)

### IBM CRM Services Web Site

[www.ibm.com/services/crm](http://www.ibm.com/services/crm)

### IBM Help Desk Services

[www.ibm.com/services/smns/helpdesk](http://www.ibm.com/services/smns/helpdesk)

Comments? Suggestions? Need additional information  
or to request brochures?

Please send e-mail to [dmmille@us.ibm.com](mailto:dmmille@us.ibm.com)

# IBM Global Services Siebel Practice

## Reference Card



## CRM Consulting Services & Siebel Implementation

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