



INDUSTRY
High-Tech

Seamless migration from Siebel 6.2 to 7.7

BUSINESS BENEFITS

- Tightly integrated demand management
- Improved customer management
- Increased operational efficiencies

L&T Infotech set-up a dedicated ODC for a global manufacturer of embedded semiconductors to help them upgrade their Siebel system.

THE CLIENT

Our client is a global leader in the design and manufacturing of embedded semiconductors for the automotive, consumer, industrial, networking and wireless markets (Revenue of US\$6.4 billion in 2206). With an employee strength of 24000+, they have operations in more than 20 countries. Headquartered in Austin, Texas, they serve more than 10,000 customers including 100 of the world's top OEMs

THE CHALLENGE

The client wanted to:

- Outsource production support
- Improve operational efficiencies
- Be 'current' in its Siebel applications

THE SOLUTION

We helped the client migrate from Seibel 6.2 to 7.7 (Sales and Service modules). The solution included:

- Building interfaces to third party systems
- Limited documentation
- Heavily customized applications
- Meeting evolving requirements



Highlights

- Dedicated ODC in Mumbai, India
- SLA-based 24x7 global support for approximately 3,200 end users
- Periodic production releases to ensure continuous functionality enhancement & fine tuning
- Implementation of new modules, system mergers

L&T Infotech is a 100% subsidiary of the US\$ 7 billion, technology-driven engineering and construction major, Larsen & Toubro. We offer comprehensive, end-to-end software solutions and services to leading companies across the globe. We provide the winning edge to our clients by leveraging our business-to-IT connect and deeply committed people.

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