



INDUSTRY

High Technology

ORACLE APPLICATION

RightNow CX
Siebel Service 8.1.1.10 / OpenUI
Siebel eService

**SOFTWARE SALES
SUPPORT**

- Scope Assessment
- Development of Solution Alternatives
- Statement of Work



Specialized

Oracle RightNow CX
Cloud Service

Oracle Feedback:

"I wanted to thank you and the entire eVerge team for your collective efforts in helping us win Intergraph. Your ability to come in at the eleventh hour, put together a comprehensive and competitive SOW and instill confidence in our respective client helped push this deal over the top. Given that this deal involves the integration of Siebel and RightNow provides your firm with the ability to capture a large and captivating market. I plan to share this win on our internal Social Network. We look forward to working with you on many more deals towards our collective success. Please pass out sincere thanks to the entire team and let me know if there is anything we can provide on our side. Thanks!"

Michael Placido,
Regional Vice President,
Oracle Customer Experience

eVerge Integrates RightNow with Siebel, Enabling Intergraph to Improve Usability of Self-Service Channels

Intergraph® is the leading global provider of engineering and geospatial software that enables customers to visualize complex data. Businesses and governments in more than 60 countries rely on Intergraph’s industry-specific software to organize vast amounts of data and infuse the world with intelligence to make processes and infrastructures better, safer, and smarter. The company’s software and services empower customers to build and operate more efficient plants and ships, create intelligent maps, and protect critical infrastructure for millions of people around the world.

Business Challenge

Intergraph has been a long-term Siebel Service customer and is using Siebel for Service Request Management and eService for customer self-service. The company was considering RightNow as an option that would enrich the customer self-service experience as well as provide robust knowledge management. At Oracle’s request, eVerge met with Intergraph, determined the scope, provided them with solutions alternatives for a number of challenges they were having and developed a Statement of Work for the implementation. Based on this work, Intergraph selected Oracle software and eVerge to implement the solution.

Solution

eVerge implemented the RightNow Customer Portal and Knowledge Management Module to replace Intergraph’s existing Siebel eService and Siebel Solutions portal solution. The solution is integrated with the company’s Siebel Service application so that Siebel service requests are exposed within the RightNow customer portal, and accessible through any browser using OpenUI. The system design encourages service request deflection by delivering the mostlikely solution to the customer, based on the problem definition entered. Service requests are created only when the problem cannot be resolved through the portal, and agent intervention is necessary.

Results

The solution enabled Intergraph to improve both the quality and accessibility of product information provided through the customer portal and inside the call center. The company was able to reduce the number of service requests that must be worked internally, as well as the time it takes to work the ones that are received. Customer feedback and analytics features built into the solution enable the company to better understand what information customers are finding useful and eliminate obsolete information that does not help customers resolve problems.

This project was a major advancement for integrated CX offerings and represents one of the first integrated RightNow/Siebel solutions for Oracle.