



**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

**Service Modernization Empowers Employees**

**Long-Time Siebel User Integrates Oracle Service Cloud and Implements Open UI**

Intergraph® is the world's leading provider of enterprise engineering software enabling smarter design and operation of plants, ships, and offshore facilities. Intergraph engineering solutions increase productivity and accelerate projects by providing the full design, construction, materials, and engineering data management capabilities needed for the creation, safe operation and maintenance, and capital Project Life Cycle Management of large-scale process, power, marine, and offshore projects. Businesses and governments in more than 60 countries rely on Intergraph's industry-specific software.

**Business Challenge**

As a long-time Siebel customer, Intergraph was using Siebel Service for service request management (700+employees), Siebel Partner Portal (300+ partners) and eService for customers (7,000+ customers) to log service requests. Intergraph was looking for a solution that was more intuitive with a more modern and professional interface that could be easily customized and would accommodate mobile users. Ultimately, the company wanted to improve the self-service experience, allowing customers to find resolutions to issues while reducing the number of service request submissions.

**Solution**

eVerge Group replaced a portion of Intergraph's existing Siebel footprint with functionality in Oracle Service Cloud, and the team integrated the two with single sign on. Specifically, the project team:

- Replaced Siebel eCustomer with Oracle Service Cloud and custom Siebel OpenUI views
- Integrated Siebel Service with Oracle Service Cloud Answers
- Implemented the Oracle Service Cloud Desktop Agent to manage Answers content

**Results**

The Intergraph team embraced best practices recommended for both technical and functional aspects of the implementation. After the project, Intergraph reported:

- Increased deflected SRs enabling customers to resolve problems using the knowledge base
- Answered more customer questions without agent interaction
- Optimized the knowledge base with customer feedback and usage analytics
- Improved the quality and accessibility of information for both customers and employees

Intergraph Global Business Systems Executive Manager Scott Uptain explains, "eVerge Group was a big factor in making this project successful. The group brought expertise to the table on both the Oracle Service Cloud and Siebel side. Among other things, the team was able to build a great SSO solution that helped make it transparent to the users as to whether they were in Siebel or Oracle Service Cloud."