

DATA SHEET

# Pitney Bowes Spectrum™ Enterprise Data Integration Solution

COMPOSITE APPLICATION DATA SERVICES™ FOR SIEBEL®



## Features & Benefits

Data Services for Siebel offer the following advantages:

- **Pre-built Content** – Frequently used business information already packaged with context, accelerating projects and reducing risks
- **No Coding** – Eliminates programming and API complexities, saving you time
- **Non-invasive Access** – To all Siebel Business Objects and Siebel Business Components. No re-configuration or project re-compilation needed
- **Data Integrity** – Enforces user authentication and visibility rules as defined in Siebel, retaining business logic configured in your Siebel
- **Optimized Performance** – Faster than basic adapters, using specialised query algorithms
- **Data Caching** – Table and file caching to mitigate the impact of frequently requested queries
- **Data Updates** – Supports transactional inserts, updates and deletes

## OVERVIEW

Composite Application Data Services™ for Siebel enable instant access to Siebel and deliver its content as pre-built, reusable data services. Data Services for Siebel allow enterprises to quickly and easily implement a service-oriented architecture (SOA), providing companies with the agility to build IT solutions that support dynamic business needs.

Customer data from Siebel is invaluable not only within the system, but also in the larger context of your enterprise. For example, combining Siebel data with data from a legacy call centre system allows you to achieve a single view of the customer—helping you make day-to-day business decisions. However, getting data out of Siebel is not a simple task. Complex data structures and application interfaces require specialised expertise to access the data.

Data Services unlock Siebel data and deliver it as standards-based Web services or SQL. Data Services for Siebel deliver high-level abstracts of the most common business objects, such as Accounts, Opportunities and Service Requests. This enables SOA-compliant applications, as well as traditional front-end applications such as a reporting tool, to consume the content, providing users with the visibility they need to effectively run their businesses. *(Sample list of Siebel services on next page.)*

## Immediate impact on a wide range of projects

- **SOA Data Services** – Enterprises need to get SOA up and running quickly. Data Services for Siebel deliver pre-built services, providing out-of-the-box content in the form of standards-based Web services, accelerating your path towards SOA.
- **Single-View Projects** – On-demand aggregation of operational and historical data about a given customer (or any other business object) across Siebel and other data sources improve visibility for sales and service professionals.
- **Data Integration** – Data Services for Siebel are read/write, enabling easy insert and update of key data, with all application business rules enforced, without a big infrastructure effort. Access, combine and deliver information from disparate data sources, including Siebel, SAP, Oracle EBS and Salesforce.com.
- **Operational Business Intelligence** – Use Data Services for Siebel to power business intelligence, portal and dashboard initiatives. On-demand information from Siebel enables better management visibility and day-to-day business decisions.

# Pitney Bowes Spectrum™

## Enterprise Data Integration Solution

COMPOSITE APPLICATION DATA SERVICES™ FOR SIEBEL®

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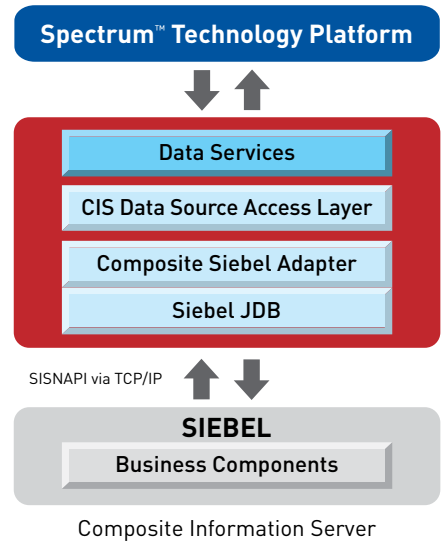
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IS HEADQUARTERED OUT OF  
THE UNITED STATES**



### Data Services for Siebel

The Composite architecture allows you to query and combine all Siebel business components using approved interfaces. The complexities of the Siebel APIs are resolved by the Composite Siebel adapter, allowing you to transparently access both the data and metadata in a relational format. Then the Composite Information Server allows you publish the Siebel content to Spectrum.

For more information, call us today at +44.1753.848.200 or visit [www.pbinsight.com](http://www.pbinsight.com).



### SAMPLE LISTS: SIEBEL DATA SERVICES

<b>Accounts</b> <ul style="list-style-type: none"> <li>• Customer Accounts</li> <li>• Supplier Accounts</li> </ul>	<b>Contacts</b>	<b>Orders</b> <ul style="list-style-type: none"> <li>• Purchase Order Headers</li> <li>• Purchase Order Line Items</li> <li>• Sales Order Headers</li> <li>• Sales Order Line Items</li> <li>• Shipping Order Headers</li> <li>• Shipping Order Line Items</li> </ul>	<b>Products</b> <ul style="list-style-type: none"> <li>• Internal Products</li> <li>• Product Defects</li> <li>• Products</li> </ul>
<b>Actions</b>	<b>Employees</b>	<b>Organisations</b>	<b>Quotes</b> <ul style="list-style-type: none"> <li>• Quote Items</li> </ul>
<b>Agreements</b>	<b>Invoices</b>	<b>Price List</b>	<b>RMA</b>
<b>Campaigns</b>	<b>Opportunities</b> <ul style="list-style-type: none"> <li>• Opportunity Forecast</li> <li>• Opportunity Product Forecast</li> </ul>	<b>Service Requests</b> <ul style="list-style-type: none"> <li>• Services for Product</li> </ul>	
<b>Channel Partners</b>			

### SPECIFICATIONS

#### Composite Application Data Services:

**Application Sources**  
Siebel eBusiness Applications 7.x

#### Other Data Services

- SAP 4.6, 4.7, 5.0
- Salesforce.com
- Oracle E-Business Suite 11.5.8, 11.5.9, 11.5.10

#### Composite Information Server:

- Software Requirements**
- Composite Information Server 3.5 or higher

#### Access Interfaces

- SOAP 1.1, JDBC 2.0, ODBC 2.x

#### Standards

- JDK 1.4, J2EE 1.3, JAAS, JNDI
- WSDL 1.1, SOAP 1.1, XSLT 1.0, XML Schema 1.0, SAX and DOM
- SQL 99
- Unicode support

#### Server Platforms

- Microsoft Windows 2000, 2003, XP
- SUN OS 5.8 / Solaris 8 or higher
- LINUX RedHat Enterprise Release 3
- IBM AIX 5.2, 5200-04
- HP-UX 11.11, B.11.11.0412.5 Gold Base 11i

#### Client Platform

- Windows 2000 and XP

### PITNEY BOWES BUSINESS INSIGHT

With the industry's most comprehensive set of solutions for maximising the value of customer data, Pitney Bowes Business Insight helps organisations more effectively locate, connect with and communicate to their customers in today's global markets.