

Lessons Learned on 8 Siebel 8.x Upgrades

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Agenda And Introductions

About Robert And The PPS Team

Review Several Siebel 8.X Upgrades

Learn Valuable Lessons About What Works...

And Some Common Mistakes

What Are You Especially Interested In???

Gave A Similar Presentation At Siebel User
Week 2005 That Covered 4 Siebel Upgrades

#	Industry	Duration	Customization	Highlights	Version
1	Pharma	4 months + 3 months	Nearly OOTB	Upgrade rescue	7.5 -> 8.0 SIA
2	Retail	14 months	Extreme customization	The most challenging 6 to 8 upgrade ever!	6.2 -> 8.0 SEA
3	High Tech	6 months	Medium w/ eScript	Normal upgrade that hit major issue	7.5 -> 8.0 SEA
4	Finance	7 months	Medium w/ eScript	Normal upgrade	7.5 -> 8.0 SEA
5	Finance	12+ months	Medium w/ eScript	Large user base with remote	7.5 -> 8.0 SIA
6	Pharma	9 months	Medium w/ eScript	Normal upgrade with specific challenges	7.8 -> 8.0 SIA
7	Finance	5 months	Medium w/ eScript	Normal upgrade with specific challenges	7.5 -> 8.0 SIA
8	Telco	24 months+	Extreme customization	Project in deep trouble	6.3 -> 7.8 SIA
9	Insurance	7 months	Medium w/ eScript	On Demand brought in house and upgraded	7.8 -> 8.0 SIA

Summary Of Projects

Some “Normal” Siebel Upgrades

Several 911 Emergency Calls

All Faced Challenges – None Were Easy!

Some Made Mistakes You Can Avoid

Oracle 10g Performance

Many Followed PPS Upgrade Best Practices

Pharma 7.5 -> 8.0 SIA

OOTB “Simple” Upgrade That Was Not!

911 Call From Large SI

Bad SI Consultant! Bad!

Gutting Siebel Upgrade Scripts Is Not Good

Wrong Version Install Meant Upgrade Redo

PPS Redid Upgrade In Our Labs Over A
Weekend To Save Project

Lessons Learned

Know Who Is Running Your Upgrade

Don't Just Trust A SI – Check References

Know What Is Normal On A Siebel Upgrade

Upgrade Test/QA Sooner Instead Of Later

Know Your Siebel Version

Know Siebel Upgrade Data Flow

Dev Upgrade Can Be Very Fast And Inexpensive

Upgrade Testing Is Huge

Retail 6.2 -> 8.0 SEA

Most Complex 6.2 To 8.0 Upgrade Ever

True Zero Downtime Upgrade

Bidirectional Data Snch 6.2 <-> 8.0

VB To eScript Conversion ½ Million LOC

Best Hardware Was The Worst Hardware

Extensive Oracle 10g Tuning

Genesys Gplus Upgrade

Several Siebel 8.0 Defects Encountered

Lessons Learned

Zero Downtime Upgrades Are Possible

6.2 And 8.0 Can Share Data

Avoiding Big Bang Lead To Success

VB To eScript Conversion Automation

Tuning Siebel Upgrade Scripts Can Take Time

Don't Give Up When Faced W/ Product Defects

Proper Use Of Offshore Model

Finance 7.5 -> 8.0 SEA

Thorough Upgrade Assessment W/ POC
Upgrade

Technical Upgrade Very Fast

Included Oracle 10G And Gplus 7.5 Upgrade

New Siebel Data Quality API

Web Services Replaced Old COM Interface

Extensive Oracle Performance Tuning

Followed PPS Best Practices

Hit Two CTI Related Crashes During Rollout

Lessons Learned

Upgrade Planning Essential

Still Need To Bring “A” Game For Go Live

Difficult To Test Everything Like Production

Level Of Customization != Upgrade LOE

Don't Underestimate ST Engine Differences

Huge Performance Improvements Possible

Customer Can Perform Upgrade W/ A Little
Expert Help

High Tech 7.5 -> 8.0 SEA

911 Emergency Call

Found GotoView Memory Leak

Two Workarounds Would Not Work

Great Support From Oracle – Expedited QF

Lessons Learned

Don't Save LR Testing For The End

Memory Leaks Can Be Found Early

Issues On Siebel Upgrades Cause Uncertainty
And Delays

When Uncertainty Sets In Projects Can Be
Delayed

Financial 7.5 -> 8.0 SIA

We Played Just A Minor Role On This Project
Large User Base Including Mobile Users
Mainly PPS SQL Record/Playback
Project Hit A Few Product Defects
Project Seems To Have Been Delayed
Uncertainty Appears To Have Set In

Lessons Learned

In Spite Of Very Reasonable Timelines
Upgrades Can Take Even Longer

A Few Product Defects And Economic Fears
Can Delay Siebel Upgrades

Pharma 7.8 -> 8.0 SIA

Included Oracle 10g Unicode Upgrade

First And Only 100% ESX Siebel We Know Of

Saga Of 8.0 Application Find

eScript ST Conversion

Extensive Oracle Performance Tuning

Fixed Existing Memory Leaks

Go Live Was Very Smooth

Lessons Learned

ST Migration Can Take Time

Take Care When Applying Siebel QF's

Cost Of Testing QF Can Be Very Expensive

Surprised Siebel Changed Find Functionality

10.2.0.3 Client W/ Patch 7 Works With 10.2.0.4
Very Well

Finance 7.5 To 8.0 SIA

Second Time Is The Charm

Siebel Finance Over Internet To Members

Oracle 10G And Extensive Tuning

Siebel Remote

PPS Best Practices And Lots Of Practice

Smoothest Rollout We Have Seen

Customer Staff Can Do Upgrade W/ A Little
Expert Help

Lessons Learned

If The Time Is Not Right Upgrades Can Get
Postponed And Started Again

Long 4 Day Weekend Is Great For Upgrades

Oracle Statistics Strategy And Init.Ora Key

Small Team Size Worked Very Well

Google Analytics Useful W/ Internet
Deployment

“Sticky Manager” Useful Technique

Telco 6.3 To 7.8 SIA

We Did Not Work On This Project But Know
About It

Highly Customized Telecom

Got 911 Emergency Call Weeks Prior To Go
Live

Never Heard Back But Suspect Project Will Be
Months Late

Suspect Architecture And eConfigurator Issues

Lessons Learned

Don't Wait Until The End For Performance Testing

Don't Implement The Wrong Siebel Architecture

Pick The Right SI / Upgrade Help

Seems Like This Customer Made Many Bad Decisions

Don't Let A Looming Deadline Cause You To Make A Bad Decisions

Insurance 7.5 -> 8.0 SIA

Oracle RAC Poor Performance 911 Call
LR Tests Were Failing

Implemented PPS Statistics And Init.Ora

Serious SQL Tuning With Config And DBA

LR Test Passed

Customer Live And Ready For Second Release

Zero Stored Outlines And Great Performance

Lessons Learned

Tuning Siebel Performance Difficult Until You
Get Right Help

Siebel On Oracle RAC Has Special Challenges

Siebel Can Run Great On RAC

Takes Combined Team To Fix Performance

Siebel vs PPS CBO Recommendations

Questions & Answers

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