

**CRM SOLUTIONS**

**UPGRADE FROM  
SIEBEL 6.2 TO SIEBEL 7.5**

**CUSTOMER CASE**

Stäubli chose Volvo IT to upgrade the commercial business application of its textile activity.



**Customer overview**

With a turnover of more than € 450 M in 2003, the Swiss group is the world leader among programmers for wearing machines and connectors. Stäubli is ranked second in the field of industrial robots and its solutions cover the following three activities:

- **Textiles:** wearing preparation systems
- **Connectors:** high-technology connectors for the aeronautic industry, Formula 1 and so on
- **Robotics:** industrial robots

**Background**

Stäubli had a complete SIEBEL Call Centre 6.2.4 solution deployed at the sales and after-sales department at its textile division. The company decided to upgrade its SIEBEL application to SIEBEL 7.5.3.3 for its 500 remote users all over the world. The company also had a DB2/400 database.

**Challenges**

Stäubli's main challenge in this upgrade was to deploy South-East Asian countries and allow its

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business application to be run in Asian languages using Unicode. Moreover, with this new release, the company would benefit from new functionalities of the 7.5 version to deploy web clients. Finally, Stäubli was facing some performance issues and therefore expected an improvement in the reliability of its Siebel application.

## Our approach

Volvo IT adapted its own methodology to project constraints and involved users of the Siebel application at each step of the project.

In addition to this, Volvo IT developed several tools or functionalities that could act as “accelerators”:

- Word and Excel reports merging
- Lotus Notes functionalities for project control
- Secure authentication LDAP (SSL)
- Tools that prevent Unicode characters being stored in the non-Unicode back office
- World date referential (UTC) management
- DB2 AIX Unicode Database
- Dispatch board
- Enhanced graphs

## Project key figures

This upgrade impacted more than 500 users in the

textile activity and 300 users in the robot activity. The project lasted seven months (February 2004) and required 1,000 man-days, including 550 man-days for the Volvo IT service centre. To ensure the success of this project, three key users at the Stäubli data processing department were involved in the project.

## Benefits

Thanks to this project, Stäubli was able to strengthen user adoption of Siebel and was therefore able to continue developing business with the new functionalities of version 7.5 that allow Stäubli to unify its tracking activity tools all over the world.

After this successful upgrade, Stäubli wished to continue this project by integrating its robotic division (went live successfully in July 2004). Stäubli is also going to study opportunities for its last division.

### The words of the customer:

“A very positive start for CRM application V7 thanks to Volvo IT’s professionalism and the involvement of all team members. Thank you for the efforts you made during this difficult project.”

**Hervé Bourne – Stäubli CRM manager**

# VOLVO

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