



Maximize
Your
Effectiveness

CRM Implementation and Optimization Solutions for Oracle®

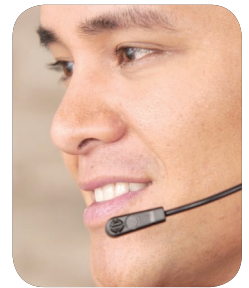
Comprehensive CRM Solutions to Meet Your Business
Needs.

Implementing a CRM system is a complex task – but equally important is how you maximize the use of your system once it is deployed. RWD understands how to incorporate people, processes, and technologies into successful, balanced business solutions. We design, build, and integrate marketing, sales, service, and contact center systems using the best technologies available to help small, medium, and global enterprises successfully realize their customer relationship vision.

Specialized Services and Tools

RWD has developed a full range of products and solutions to allow you to optimize CRM performance. Our CRM solutions include:

- Performance solutions from customer strategy assessment and development, to implementation and integration and optimization
- Template-based rapid deployment methodologies
- Proprietary eConnectors that link to other enterprise solutions
- Affordable project phases that deliver early ROI
- “Lean” process redesign to optimize customer experience delivery



RWD delivers:

Strategic Consulting

- CRM Implementation Roadmaps
- Requirements and Analysis
- Planning
- Best Practices
- ROI Analysis
- Data Modeling
- Security

Integration & Implementation

- Design & Configuration
- Data Conversion & Migration
- Enterprise Integration
- Specialized eConnectors
- Product Development
- Testing

Optimization

- Business Process Mapping
- Employee Training and Performance Support
- Organizational Change Management
- Post-Implementation Optimization

Certification

- Five Course Series on Applied Strategy for CRM Excellence

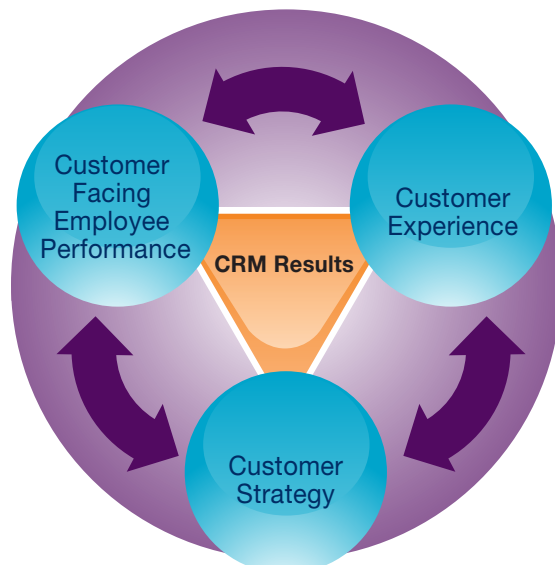


Implementation, Optimization, and Support

The RWD Technologies promise, “We bring people and technology together®,” expresses one of the fundamental differences in our approach. Our hallmark is excellence in implementation, optimization, and change management to help your employees perform their best and get the most out of new technologies. We'll help you become self sufficient with new or existing systems through our comprehensive services which include:

- Business Process Mapping and Re-engineering
- Employee Training and Performance Support
- Organizational Change Management
- Post-Implementation Optimization
- CRM Culture and Business Transformation

RWD has almost 20 years of experience building and integrating complex solutions along with expertise using leading CRM software applications. Whether you need assistance with your entire project or a specific component, RWD will deliver a solution that makes your business more successful. Our Siebel Certified Consultants have developed well-defined Siebel Implementation Roadmaps for each of the product modules.



To learn more about our CRM Implementation and Optimization Services contact us at info@rwd.com or visit our website www.rwd.com.

As a Siebel Consulting Partner, RWD has successfully completed more than 100 Siebel implementations.