

CTI On Demand Mit Oracle CRM On Demand

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DOAG
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 **Reply**
riverland

Inhalt

Vorstellung

Live-Demonstrationen

(CTI im Callcenter / Mobil / Chat, Video)

Technik & Ausblick

Fragen



Einleitung

RIVERLAND REPLY



Partner for High Quality System Integrations

- Committed to deliver premium business solutions using Oracle technologies
- Enterprise level customers
- Focus on the German market
- Complex program delivery
- Local and global rollouts
- Flexible cooperation
- Multilingual / multicultural staff
- Positive working attitude

Oracle Solution Expertise

- Working hand in hand with Oracle across their divisions („principle of the shortest way“)
- Every Riverland practice owner has been working with Oracle products for 16 years, since 1994
- Continuous training in Oracle product development and updates
- Early adoption of new Oracle products to support first movers
- Innovative extension of Oracle products to support client's special needs



Reply Living Network

- Founded in spring 1996
- > 1000 Oracle Professionals in Europe
- 40 dedicated Business Units
- Strategic partner of Oracle, SAP, Microsoft, ...
- European revenue 2010: € 350 Mio

Riverland Hard Facts

- Founded in spring 2008
- ~ 100 consultants
- Network of ~ 300 externals
- Revenue 2010: € 12 Mio
- Expected 2011: € 13 Mio





Business Understanding

- Business driven
- Map business need to solution
- Proven industry blueprints
- Deep knowledge of CRM issues
- Experience in people not paper



Cross Industry Experience

- Cross industry polination
- 1200 man years of Oracle expertise



Engineering Excellence

- Continiuos training
- Integration experts
- Latest technologies



Project Methodology

- Iterative development
- Agile task management
- Reliable governance and risk management
- ITIL and ISO 9000 certification



Dedicated Oracle Experts

- Mutual support
- Expert Services exchange



Bestshoring Model

- Italy
- Balkans
- Spain
- India
- China

Pharma & Chemicals



- Field service
- Key account management
- KPI's and reporting

Retail



- Cash to Order
- Multi-channel strategy
- Service

Automotive



- Dealer management
- International key account management
- Fleet business
- B2C

Transport & Logistics



Consumer Electronics



Banking



Telco



Others



Live-Demonstration

CTI IM CALLCENTER

***** OUTBOUND *****



Live-Demonstration

CTI IM CALLCENTER

***** INBOUND *****



Live-Demonstration

CTI MOBIL

***** INBOUND *****



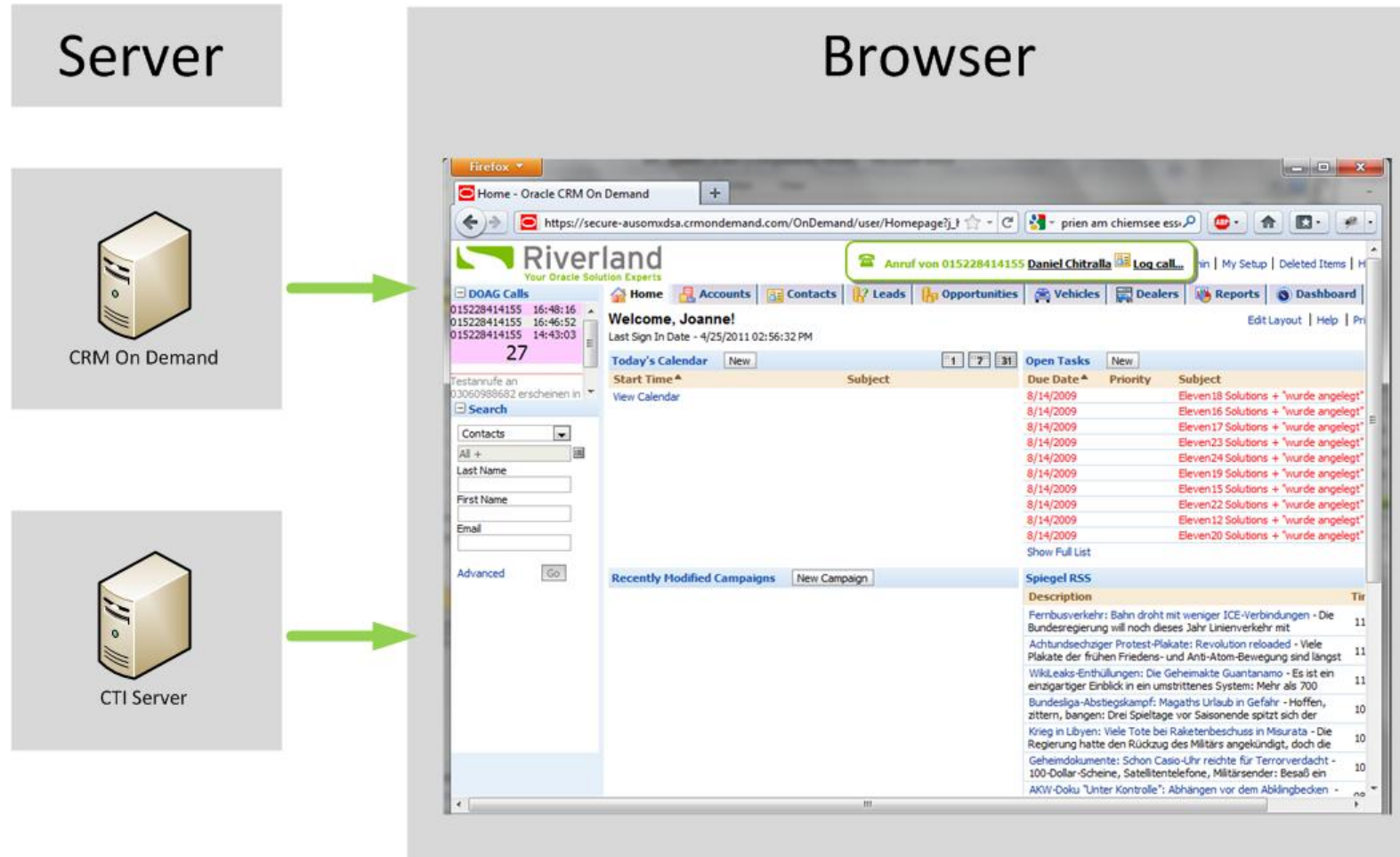
Live-Demonstration
SUPPORT CHAT
LIVE VIDEO



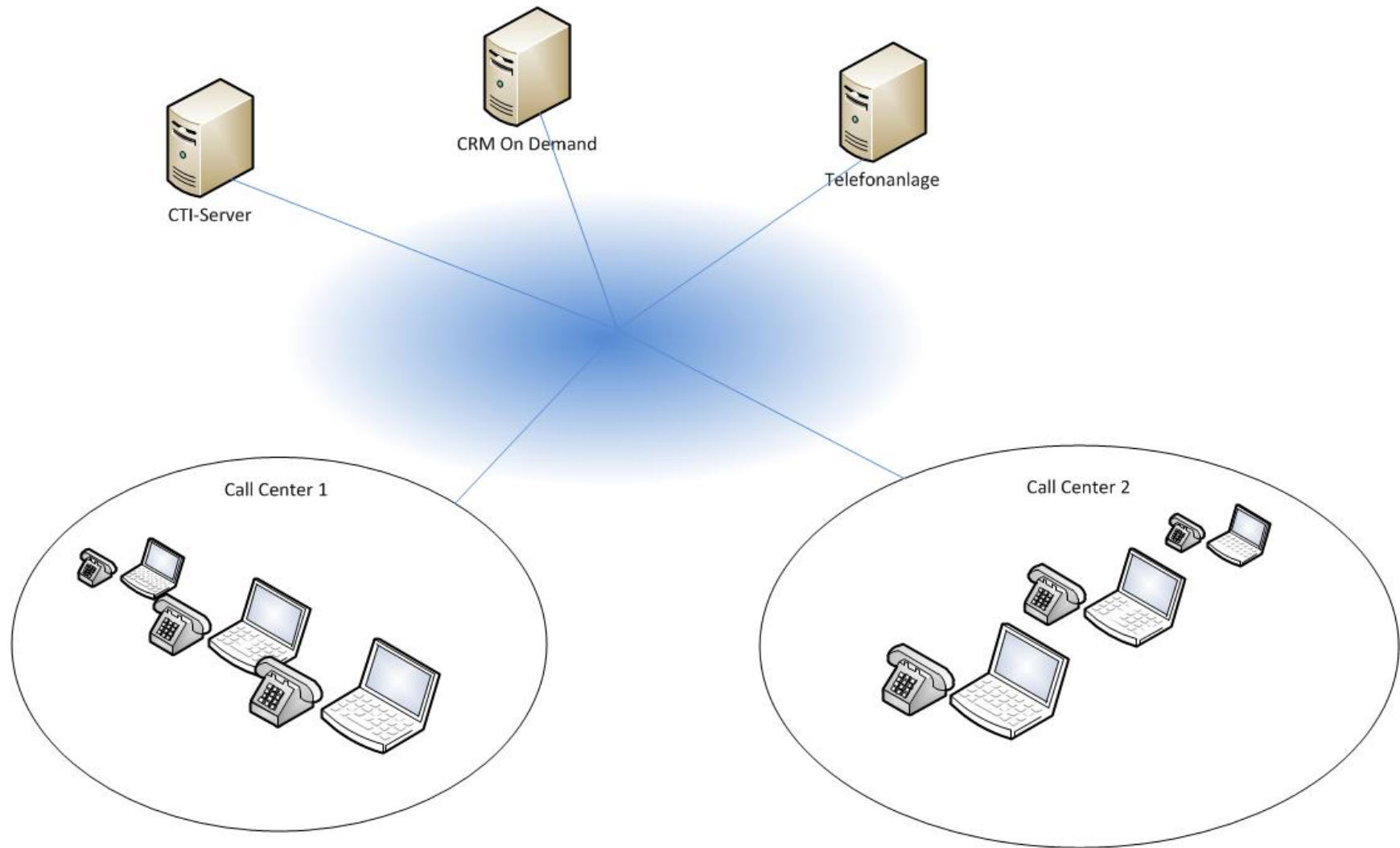
Informationen

TECHNIK & AUSBLICK

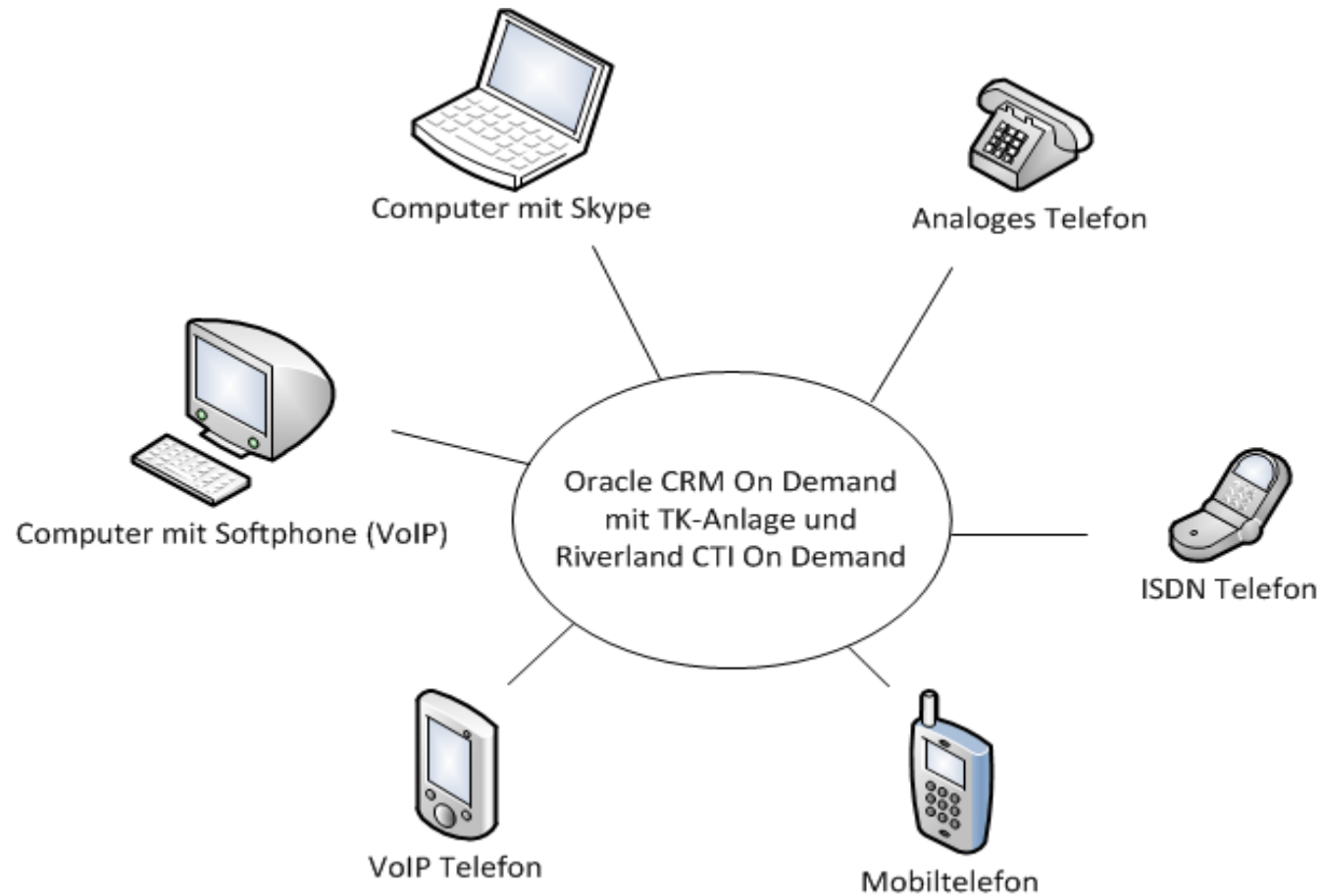




Technischer Background







Latest Calls


015784794278	11:38:59
015784794278	11:37:38
017696577658	14:52:08
017696577658	14:51:13
017696577658	14:49:17

SMS Messages

2011-01-21 10:49:09
Wajngarten, Daniel
Bitte um Rückruf zum The

2011-01-21 10:19:30
Dempsey, David

Message Center

 0 New Messages

Search

Contacts

All +

Last Name

Home

Welcome, Joanne!

Last Sign In Date - 3/25/2011 11:01:41 AM

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Today's Calendar

Start Time ^	Subject
View Calendar	

Open Tasks

Due Date ^	Priority	Subject
8/14/2009		Eleven18 Solutions + "wurde angelegt"
8/14/2009		Eleven16 Solutions + "wurde angelegt"
8/14/2009		Eleven17 Solutions + "wurde angelegt"
8/14/2009		Eleven23 Solutions + "wurde angelegt"
8/14/2009		Eleven24 Solutions + "wurde angelegt"
8/14/2009		Eleven19 Solutions + "wurde angelegt"
8/14/2009		Eleven15 Solutions + "wurde angelegt"
8/14/2009		Eleven22 Solutions + "wurde angelegt"
8/14/2009		Eleven12 Solutions + "wurde angelegt"
8/14/2009		Eleven20 Solutions + "wurde angelegt"

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Recently Modified Campaigns

Spiegel RSS

Description	Time
Wirtschaft vs. Kanzlerin: Bosse brechen mit Zickzack-Merkel - Ihre Atom-Wende war ein Kurswechsel zu viel: Deutschlands Bosse	07:16 PT
Radioaktivität aus Fukushima: EU wappnet sich gegen verseuchte Lebensmittel - Die radioaktiven Partikel aus dem	07:14 PT
Atom-Angst nach Japan: Obama muss um seine Energiewende kämpfen - Schwierige Gratwanderung für den Präsidenten:	06:52 PT
Liberaler Personaldebatte: Vorstandsmittglied verlannt	



Informationen

FRAGEN...?!



Contacts

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Vielen Dank!

