

Post Implementation Evaluation Report

Siebel 7.5 Upgrade – Labor

Project Dates: 11/2003 through 5/2004

Project Cost: \$433,185

Project Objectives

The following objectives were defined for this project:

- Provide all functionality, as it exists in v6.0.1 with no enhancements being completed as part of the upgrade.
- Provide a list of recommendations on ways to re-engineer or consolidate configuration or scripting.
- Re-engineer where applicable, and agreed upon by all parties, customizations made to return to the core Siebel application.
- Develop sufficient experience within designated KDHR personnel to allow them to self-sufficiently support and maintain the upgraded Siebel solution internally (knowledge transfer).