



Oracle Accelerate Solution for Installation of Contact Center Anywhere and Integration with Siebel CRM.

Rapid Deployment of Contact Center Anywhere

- Detail project plan identifying precise action items and timeline
- Review of customer network configuration and recommendations
- Provide hardware quotes if needed
- On premise installation
- Fixed Price and Scope for installation from 25 Users
- Incremental Fixed Price and Scope for additional blocks of 25 User
- User, Supervisor, Administration Training
- 30 days Level 1 User Help Desk Support

Level 1 User Help Desk Annual Support - Optional

- Fixed Price and Scope
- Monday – Friday 9AM EST – 9PM EST
- 25 Users minimum
- Incremental fixed price and scope for additional blocks of 25 Users

Integration of Contact Center to Siebel CRM - Optional

- Basic integration of Contact Center Anywhere to customer owned Siebel CRM
- Voice enable function only
- Fixed Price and Scope

Oracle Accelerate

Oracle Accelerate brings complete, easy-to-own, industry-focused applications to small and medium businesses.

Key to Oracle Accelerate is the availability of application bundles that can be quickly implemented and that provide a wide range of industry-specific functionality. To be eligible to deliver an Oracle Accelerate solution, a partner must be a member of the Oracle PartnerNetwork at the Certified or Certified Advantage Partner level. With Oracle Accelerate solutions, customers can trust that they are getting Oracle validated solutions that are easy to own with industry best practices, giving them the choices they need for today and to tomorrow.

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Oracle Accelerate

Applications for Small and Medium businesses
oracle.com/accelerate

Small and Medium Businesses

Promero, Inc.
Oracle Accelerate Provider
of Contact Center Anywhere
Installation and Siebel CRM
CTI Integration Solution



Oracle Accelerate

“Since 2001, Promero has provided call center solutions to professional organizations, customer service centers and call center operators. Promero leverages the capabilities of Oracle’s Contact Center Anywhere to accelerate the configuration, installation, training and deployment of the application on premise for our clients.”

Gregg Troyanowski / President / Promero, Inc.

Why Promero, Inc.?

Best Practice Solution Implementations, Since 1994

- Fixed price and scope
- Rapid deployment
- Hi level experience with over 100 installations

Value Add Options

- Level 1 user help desk annual support options
- Siebel CRM CTI Integration option

Consulting Expertise and Success

- Solutions team has more than 20 years combined experience
- Promero is an Application service provider for Contact Center Anywhere with more than 60 corporate accounts and 5000 users

Why Oracle Accelerate?

Only Oracle Offers You a Choice of Applications That Are Easy to Own

- Bundle solutions—You decide what you need and when you need it
- Award-winning support—Upgrade on your terms and protect your investment with lifetime support
- More capability—More choice for today and tomorrow

Oracle Provides a Comprehensive Solution For Small And Medium Businesses

- Broad industry applications with built-in industry-specific functionality
- Scalable solutions easily integrate with existing applications and hardware investments
- Best-in-class business process flows enable rapid business process changes to meet your challenging business needs

Oracle Offers The Most Complete And Open Solution

- Proven experience with more than 19,000 small and medium businesses using Oracle Applications
- Our comprehensive partner network delivers deep, industry-specific functionality and best practices
- Solutions are built on open standards and leverage third-party solutions and add-on applications