

# RIVERLAND SYNC – EFFICIENT AND SECURE DEPLOYMENT FOR ORACLE CRM ON DEMAND

Oracle CRM On Demand is one of the leading CRM solutions on the market. Despite the extensive scope of services and the technically sophisticated architecture, the deployment process presents user companies with significant challenges. This is where Riverland Sync comes in. Riverland Sync is a browser-based solution for the efficient and secure execution of Oracle CRM On Demand deployments

## ERRORS AND PROBLEMS WITH THE DEPLOYMENT USING STANDARD TOOLS

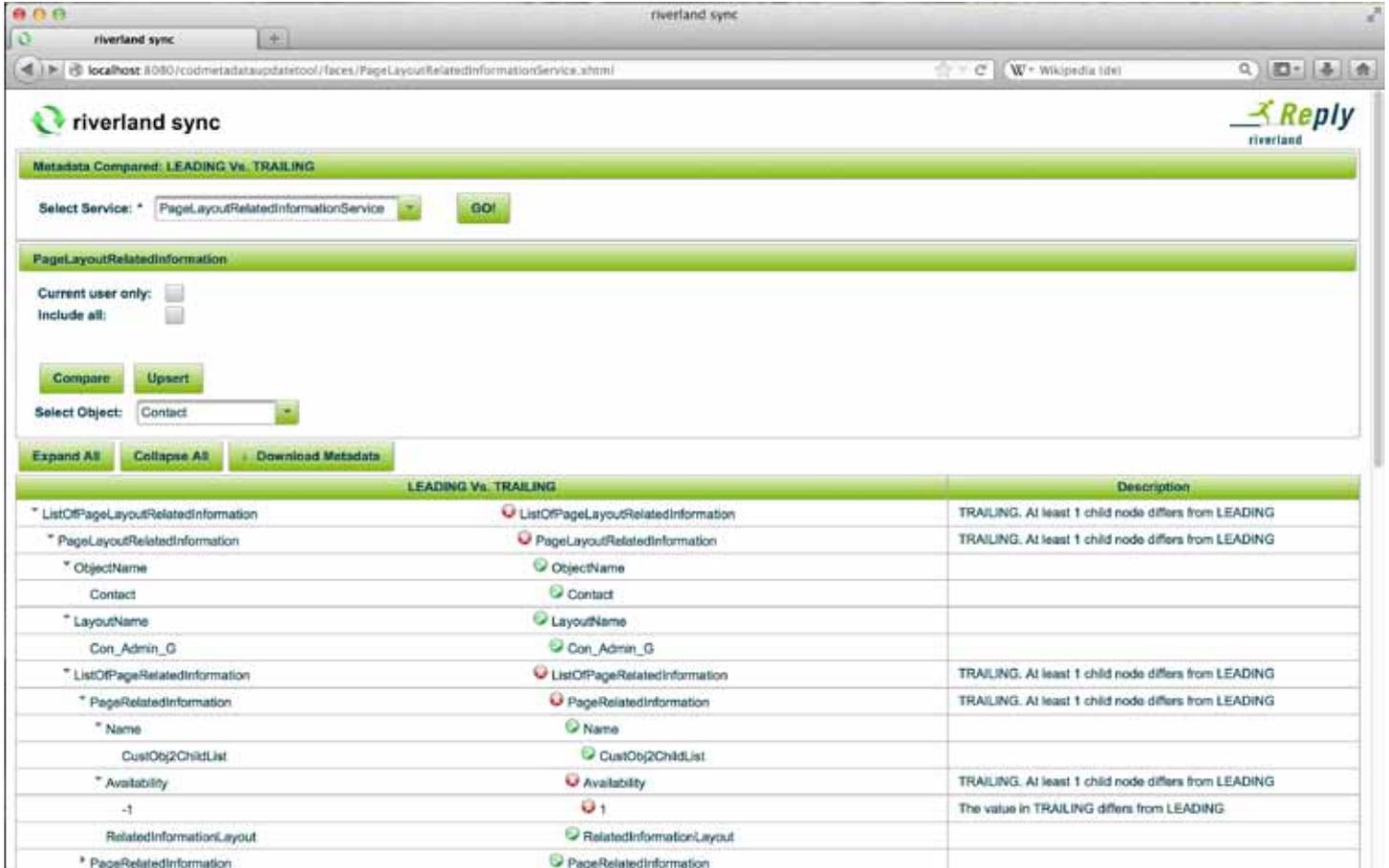
Oracle CRM On Demand is one of the leading CRM solutions and, with its elaborate scope of function, offers sustainable competitive advantages for companies of all sizes and in all industries. In spite of the benefits of Oracle CRM On Demand and the elaborate technical architecture, the deployment – basically, the distribution of the CRM solution in the company – presents administrators, developers and IT departments with considerable challenges in securing the quality and economic feasibility of the Oracle CRM On Demand deployment processes.

**Cost drivers and sources of errors.** A key cost driver in the deployment process is the lack of automation and the related error rates caused by incorrect entries. There are often problems caused by various database versions and settings for connected systems.

The cause of these errors is often the lack of support in comparing the IT environments since the Oracle CRM On Demand standard does not offer a tool-based possibility to compare the configuration of two systems. The user must either create a visual overview by laboriously clicking through the configuration or by downloading the configuration via a Web service and then running a text-based comparison.

This complicates the deployment process and requires a lot of time. Errors occurring in the production environment also endanger the secure operation of the Oracle CRM On Demand system and lead to potential process errors.

## SECURE AND EFFICIENT DEPLOYMENT



Users of Oracle CRM On Demand require a solution that effectively supports the deployment process. This solution must be reliable, easy to use and offer a comparison between different environments at the press of a key. In particular, it is important to avoid storing and editing files locally as well as the cumbersome checking of commands in a command line tool and attributes in the configuration items.

Moreover, the user needs the security that only the updates in configuration will be deployed. As well as an overview and method to check the success in the wake of the deployment. It is also important to have a versioning and logging of all remote Web service calls to be able to understand what changes were made to the system.

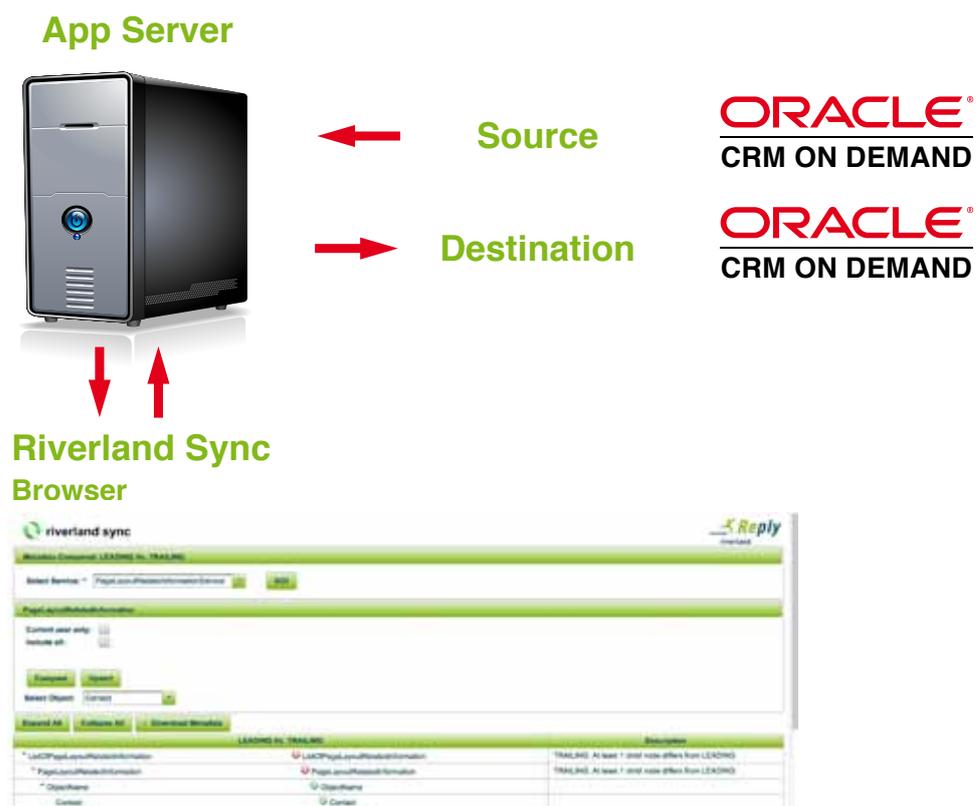
## RIVERLAND SYNC

Riverland Sync is a browser-based solution for the simple and secure execution of Oracle CRM On Demand deployments. The solution supports full as well as partial deployments and also makes it possible to perform sanity checks between environments.

Technically, Riverland Sync is based on a Java Web application that is hosted on a Glass Fish server. Administration Web services are the functional basis provided by Oracle CRM On Demand and make it possible to read out, add and modify parts of the current Oracle CRM On Demand configuration – such as workflows or field definitions.

With Riverland Sync, the user can use a GUI to open these Web services in their browser. The user can also use short-lists to select the desired service and set filters. The tool reads the data from the previously specified source and target environments and graphically compares the two configurations within a tree structure. This tells the user the differences and also enables direct adjustments to the configurations. After the configurations have been tested and adapted, the target system is modified with the changes. Each Web service call is documented to make the changes traceable.

**Transparency from system comparison.** The CRM On Demand configuration does not use a server-client structure. Every change is made directly on the server. In the process of developing or prototyping solutions, changes that should not simply be transferred to the test environment, nor therefore later to the production environment, are made automatically to the development environment. With the comparison function, Riverland sync makes it possible to examine differences between the development and test environments during the deployment to identify any unwanted configuration relics and prevent these from being deployed. As a result, the user can move the check-in check-out process missing from the Oracle CRM On Demand to the test environment during the development and subsequent deployment.



**Partial deployment and record keeping.** With a targeted selection of configuration items within Riverland Sync, a partial deployment of selected objects can be performed easily. Furthermore, recording the Web service calls also makes versioning possible.

**Security and cost savings.** Riverland Sync reduces manual requirements, making the process secure to manage and easier to handle. Riverland Sync supports the user with an easy way to check the results of the deployments and to check what is imported and what is not. This eliminates possible sources of error, reduces system downtimes, process errors and ensures secure operation of the Oracle CRM On Demand system.



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