Siebel Data Synchronization Project

The Client: One of the largest US based insurance company.

The Need:

- Enabling manual and automatic data synchronization between the two versions of the same Siebel Application.
- To design the Real-Time Data synchronization on several business entities.
- Establishing seamless two way integration between the two applications to support Real-Time Data Synchronization.
- Framing a standard process and template to keep track of all the changes and to record them so as to do the synchronization manually.
- Devising the risk management and retry techniques.

The Solution:

- A Siebel EAI-based framework for real-time data synchronization driven by a roll-out plan, which was defined based on the lines of business and states being deployed
- A dedicated Business To Business interface is built to enable seamless integration platform between the two versions of the Siebel Application.
- Configuring real time triggers for the business entities that are to be synchronized.
- Highly scalable solution which can incorporate additional entities with relative ease
- Rule-based locking of data when a state is deployed

The Benefits:

- A robust data synchronization system, which ensured that data from the older Siebel System was synched with the newer Siebel system and also ensured bi-directional sync for predefined entities
- Entities successfully locked in the older system, when the State was deployed with the newer Siebel System
- Guaranteed system availability with no downtime when a state goes live for a line of business, which reduces risk and increases level of customer service
- No impact to Siebel remote users during synchronization process. Field users could carry on with data processing, while data was being synched between the two systems.
- The client could maintain two Siebel CRM applications of different versions well synchronized and active.