

Key System Benefits:



infoMaestro orchestrates the flow of content across your enterprise – breaking down organizational and system barriers and providing significant opportunities for operational improvement.

Key benefits include:

- Lower risk of noncompliance
- Enhanced customer service
- Lower cost of content maintenance
- Reduced manual labor time
- Improved access to content
- Faster response times

Imagine a world where . . .

Significant value is derived by connecting employees and customers to relevant information in real time by seamlessly linking your Documentum and Siebel systems.

Your customer service representatives (CSRs):

- Decrease call response times by more than 50%
- Have responses automatically created, tracked, and archived through your system
- Have the ability to generate a variety of media depending on the customer's need
- Don't have to worry about compliance issues because they know that the information they access and provide is approved and version controlled
- Use a single interface to generate responses without dual training, access, and other requirements

Your field services representatives:

- Have the ability to access troubleshooting information for the specific equipment and problem diagnosis in the field
- Don't have to search an entire library for the information they need
- Have automatic access to the latest troubleshooting and repair information from a single system
- Decrease service call times by more than 30%

Your sales representatives:

- Have access to sales tools and information related to the opportunity they are pursuing directly from the CRM interface
- Gain real value from your CRM system – getting out as much as they put in
- Can generate dynamic, approved, customer-ready output at the touch of a button

Your customers:

- Can access the information they need on demand, eliminating lengthy waits and reducing your support costs
- Get information that is tailored to and packaged/formatted for their specific needs via a robust dynamic enterprise publishing capability

RWD infoMaestro enables all of these users to access the information they need, when they need it, and easily create a variety of outputs by combining the power of Documentum and Siebel.

RWD infoMaestro can help you increase revenue, assure compliance, drive out unnecessary costs, accelerate customer service, increase quality, and multiply the value from your enterprise systems.

RWD develops technology solutions to drive business performance improvement and maximize value. As an EMC Documentum Partner for over 13 years, RWD has worked with scores of clients to more effectively create, manage and distribute the content that is critical to business success. RWD is a member of EMC Documentum's Select Services Team (SST). As an SST member, RWD must meet and maintain the high quality standards required by EMC Documentum Consulting. RWD consistently delivers proven expertise, local resources and exceptional value on every EMC Documentum engagement. In addition, the RWD infoMaestro suite is accredited under the Designed for EMC (DFE) program.

RWD is an Oracle partner, an Oracle Applications User Group (OAUG) five star partner, and has been a Siebel implementation partner since 1998 with over 100 custom Siebel implementations across a number of industry verticals, Siebel modules, and business function domains. RWD provides a full range of robust Siebel implementation services with strong emphasis on user adoption.

RWD has more than 20 years of experience building and integrating powerful solutions along with strong expertise in implementing Enterprise Content Management (ECM) & Customer Relationship Management (CRM) solutions. RWD brings outstanding project management practices and robust methodologies to each engagement. We have delivered results for Fortune 1000 and global companies across industries and have earned a reputation for delivering on time and within budget.

To learn more about RWD infoMaestro, contact us at info@rwd.com or visit our website www.rwd.com.





Manage
Your
Information

infoMaestro™

RWD infoMaestro™

Seamlessly integrate content from your Documentum and Siebel Systems



The ability to easily and accurately provide information on your products to customers is increasingly difficult in today's digital environment. It's not that the information is not readily available — it's more often the case that the information exists in multiple versions in multiple places and it is difficult to quickly find and assemble just the right information to meet customer needs. Leading analysts estimate that the amount of digital information created in 2006 was roughly equivalent to 3 million times the information in all the books ever written and that the amount of digital information will increase six fold by 2010. How you create, manage and distribute critical data greatly impacts your sales, service, and customer support personnel's ability to meet your customers' needs.

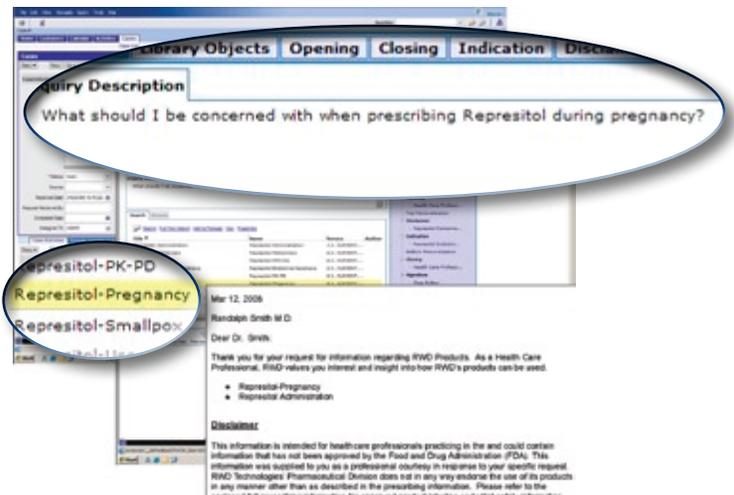
As consumers begin to embrace web 2.0 and the new communication technologies it offers, the demand for content and different ways to access content grows. Your ability to combine approved content from your ECM/CMS system with accurate data from your CRM system and deliver that information to multiple audiences via a robust dynamic enterprise publishing capability is one key to success. With RWD infoMaestro you provide your employees with easy access to the content they need to do their jobs in the formats they need to communicate that information externally. RWD infoMaestro seamlessly integrates your Documentum and Siebel systems — allowing you to provide your customers with superior service when they interact with you, and on-demand access to information they choose to look for on their own. You can be confident that your content is compliant, well managed and easy to access.





Customer Service Representatives (CSR)

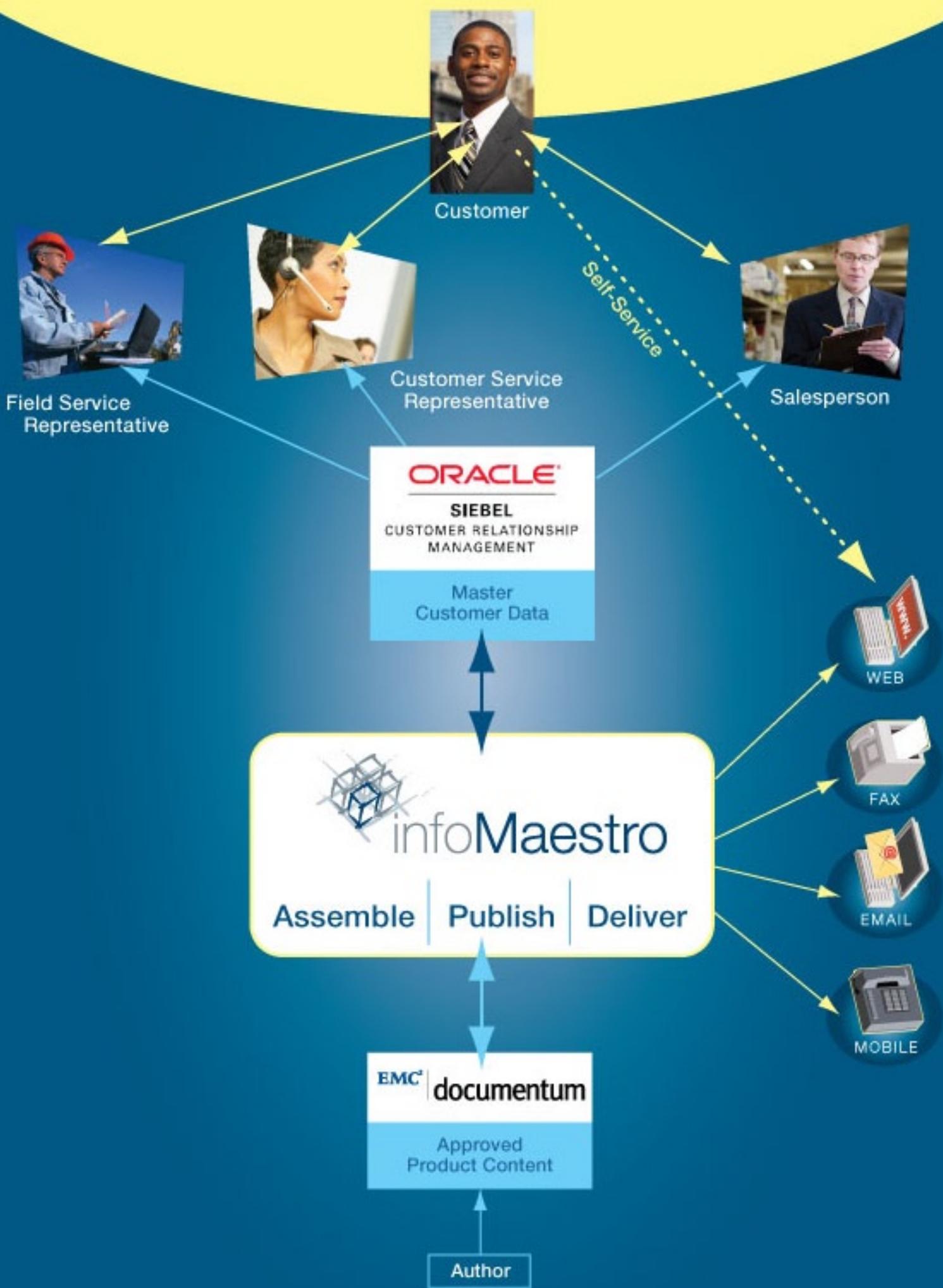
By integrating Documentum and Siebel through the infoMaestro suite, you provide your CSRs with a single interface through which they can rapidly generate responses to your customers. Being able to dynamically assemble content that they know is accurate and approved gives them the ability to handle requests in an expedited fashion. Pulling information housed in two systems through a single interface automates multiple processes and helps reduce call times while increasing overall customer satisfaction. infoMaestro gives your CSRs the ability to render responses in multiple formats and make them available for automated fulfillment.



Field Service Representatives

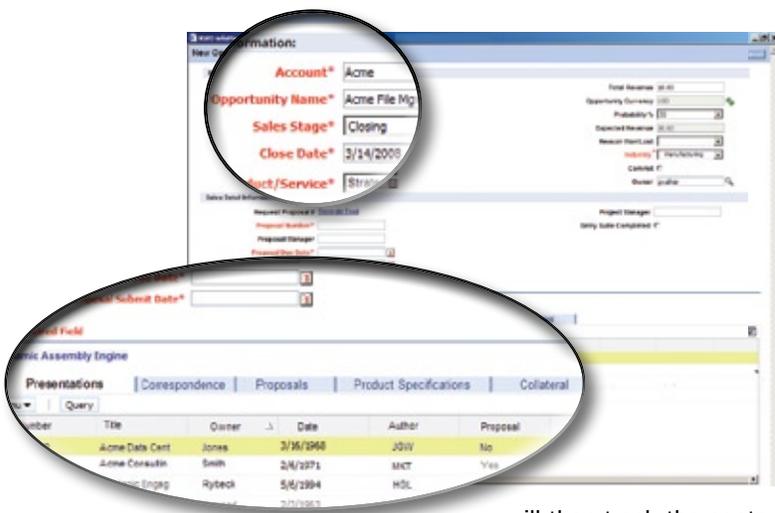
When your field service representatives are in the field running diagnostics and repairing equipment, they need access to the latest product manuals and repair procedures. They can also benefit from an understanding of previous repairs on the same piece of equipment and a complete service history. infoMaestro gives them access to all of this information, in real time, so they can get the job done faster and with more accuracy.







Your Sales Representatives



Your sales representatives are juggling multiple accounts and have numerous interactions with each one leading up to a sale. infoMaestro allows them to pull directly applicable customer, product, industry, and solution-specific content and other useful tools together within the Siebel interface. This relevant content can include proposal components, price lists, product literature, etc. With this powerful capability, sales representatives can dynamically assemble entire documents or pieces of documents that are relevant to their specific needs. They can also be certain that they are providing your customers with the most up-to-date information on your products and services. In addition, they

will then track the content they deliver for each customer communication within your Siebel system for quick and easy reference during future customer interactions.

Your Customers

With the desire for self-service options on the rise, the ability to provide your customers with the information they want, when and how they want it, will set you apart from your competitors. infoMaestro enables you to leverage approved content, publish it out through a web portal or kiosk and make it available to your customers on demand.

