

Our Pledge to You

DELOITTE CONSULTING WILL:

- Speed up, not slow down your sales process
- Exchange leads one for one
- Conduct free ROI analyses for your key prospects
- Offer free resources to develop customer prototypes
- Work to expand Siebel's footprint within an account
- Return your phone calls and e-mails quickly
- Team with you in the true spirit of partnership

FREE VIDEO TESTIMONIALS AND CRM STUDIES

- CD ROM featuring video testimonials from 5 joint clients
- New Deloitte Consulting Industry Research Studies
- Consumer Business: "Enhancing Consumer Value in Multi-Channel Markets"
- Manufacturing: "Making Customer Loyalty Real"
- Public Sector: "State Government Approaches to Customer Service"

Please visit our web site at www.dc.com/siebelstars

First Things First...

- #1 in Customer Satisfaction – prognostic survey score improves from 1.29 to 1.00
- Only Big 5 Global Strategic Consulting Integrator
- Recent joint wins include: Attachmate, All America, Cigna, Thomas Cook, Ford Motor Credit, Renault, Gas Du Portugal and HP Mexico
- Integrator for 1st joint Siebel/JD Edwards solution and eChannel implementation at Comdial

Breaking News: Deloitte Consulting ROI Tools Helps Close \$6 Million Johnson Wax Deal

New Deloitte Consulting ROI Program Helps Expedite The Sales Cycle

Free Tool and Resources Will Help You Close Those Blockbuster Deals Faster

Deloitte Consulting, in a discussion with the Siebel sales organization focused on facilitating the sales process, discovered the need for a tool that would help determine potential clients' ROI from their Siebel investment. In the past, lacking this analysis had paralyzed the sales cycle.

As a result, Deloitte Consulting is offering a new ROI program. This highly customizable program can be leveraged anytime during the sales cycle, and consists of four different levels of analytic deliverables. Also, it allows you to conduct an on-site ROI analysis side-by-side with your client or prospect. Specifically designed for the Siebel sales force, this new tool will help you:

- Clearly demonstrate the value proposition to your clients
- Compete against other vendors
- Build and sustain customer commitment
- Benchmark corporate and individual success
- Expand business with current customer

QUALIFYING LEVEL: It's Free, Fast and Easy to Use!

At the Qualifying level, the Siebel ROI Estimator provides a directional ROI for the implementation of Siebel products. This is a high-level tool that builds a multi-year cash flow analysis from customer data. The result is a two-page client ready financial document that includes:

- Directional ROI with payback, IRR and NPV calculations
- Cost/benefit analysis (revenue increasing and/or cost decreasing)
- Separate Sales, Call Center and Marketing modules

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Now Playing

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Box Office Hits

"We chose Deloitte Consulting for their recognized capability to implement these types of projects in our operational environment. Their vision of the latest practices in Customer Relationship Management has allowed us, in a short period of time, to select Siebel as the CRM package best suited to our needs. The success of this project confirmed our choice as well as the expertise and capabilities of our two partners - Deloitte Consulting and Siebel, and their ability to work well together."

— Elisabeth Parent,
Director CRM Project, Renault



Before embracing new CRM technologies, French automotive manufacturer Renault had limited ability to communicate and share customer information with over 14,000 points-of-sale and 140,000 employees worldwide.

The first of several strategic CRM projects is focused on Customer Service operations.

Globally, the company has 150,000 claims a year, involving over 500,000 customer interactions.

Through the implementation of Siebel Service in 13 countries, Renault has been able to:

- Reduce complaint resolution time from 30 days to 7 days maximum
- Answer 85% of calls within 15 seconds
- Respond immediately to 80% of all information requests
- Provide customers with a "single point of contact" and limit number of involved parties
- Handle inquiries as expected from a "world class" company
- Exploit commercial opportunities

The Customer Service improvement program has been a smash hit. Renault has now decided to use Siebel's technology and Deloitte Consulting's expertise to develop sales and marketing programs for its high value customers. This resulted in a \$400K license deal in Q1 2000. Congrats to both Vincent Bernard and the Deloitte sales team on an effort well done!



Headquartered in the heart of Silicon Valley, SGI is the world's leader in high-performance computing technology. The company's systems, ranging from

desktop workstations and servers to the most powerful supercomputers in the world, deliver advanced computing and 3D visualization capabilities to scientific, engineering and creative professionals.

With 9,300 employees worldwide, SGI has 100 domestic and 34 international sales and support offices.

After SGI experienced problems during the European phase of its SFA roll-out, the Deloitte Consulting CRM team was brought in to help. A 30+ Deloitte/Siebel /SGI team was positioned in Europe and the Americas to develop an integrated global SFA and customer care solution.

This super-charged group has completed the implementation of 800 seats of Siebel SFA in the US and Canada and is currently working on the roll-out of approximately 500 seats in Europe. Results to date (over a six month period):

- Average deal size has increased 17% from \$278K to \$325K
- Order exception rates have fallen from 55% to 3%, resulting in \$17 million in cost savings
- New territory assignment model in EMEA has resulted in significant improvement in response time and data synchronizations

More importantly, the sales force is now focused on the key named accounts that generate revenue because it doesn't have to attend to every account.

These Mega-Hits just beg for a sequel. Think Siebel/Deloitte Productions when you are looking for a client pleaser.

SIEBEL
BUSINESS



★ Breaking News... (cont.)

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DISCOVERY LEVEL: Deloitte Resources Provided For Free!

At this level, Deloitte Consulting experts will spend up to five days with the client and you to build a more detailed and in-depth business case. In addition to the calculations provided at the Qualifying Level, this analysis will provide:

- List of Management Issues
- Statement of Financial Impact
- Time Phased Cost and Benefits Worksheet
- Best Practices and Benchmarks
- Executive Summary Report

DETAILED LEVEL: More Data, More Detail!

At this Level, Deloitte Consulting and client involvement increases in order to develop an even more comprehensive ROI and business case analysis. The Detailed Level takes between 4-6 weeks to complete, and requires a limited investment on the client's part.

DEBRIEF LEVEL: To Help You Sell More To Current Customers!

This level is used to validate a current customer's investment in Siebel software and to sell additional Siebel products. The analysis is on a variable timeframe and, depending on the scope, is either free or requires a limited investment.

For more information regarding how this tool can help you close deals faster and to receive training details, please contact the appropriate Deloitte Consulting Leader in your region or visit our website at www.dc.com/siebelstars.

★ Your Name in Lights

Superstars rewarded with a DVD player or digital video camera!

You deserve to be recognized when you partner with Deloitte Consulting and produce an outstanding client relationship. Each quarter, one Deloitte Consulting-Siebel superstar will receive either a Panasonic portable DVD player or a digital video camera.

★ Shaken, Not Stirred

The martini. No other drink has so much personality and history. Elegant and sophisticated, it's the stuff of legend. Whether it's part of a three-martini lunch or the 5 o'clock cocktail hour, it will make you feel part of a classic film that's all Bond. James Bond.

You know the scene: witty, urbane dialogue, a woman clad in a stunning evening gown, the man equally handsome in a tuxedo. They both hold the distinctive triangular-shaped glass—letting you know instantly that they and their drink are above the ordinary.

To toast your own extraordinary deals, we've sent you a martini shaker and glasses. The martini recipe listed is for those who like their cocktail dry and unstirred. Prepare the ingredients in your new shaker, then pour, add two olives and celebrate your own extraordinary achievements.

Ian Fleming Martini

INGREDIENTS:

- 6 Parts Gin
- 2 Parts Vodka
- 1 Part Lillet
- 1 Slice of lemon peel
- 2 Olives

INSTRUCTIONS:

- Shake liquid ingredients with ice until very cold.
- Pour into a chilled glass.
- Add a large thin slice of lemon peel.
- Perfect with two olives.





Academy Awards

The Deloitte Consulting and Siebel Systems co-production teams have gained blockbuster status. Top actors in every field have benefited from the combination of our talents. Take a look at the superstars who are still applauding our efforts and the Sales Reps who have earned our special thanks.

SIEBEL/DELOITTE JOINT WINS THRU Q100

Account	Sales Rep	License Revenue	Close
All America	Dan Zevon	\$.2M	Q100
Allied Signal	Holly Berry	\$ 1.4M	Q498
Arizona Public Service	Beth Buchanan	\$.1M	Q498
AT&T	Tom Kelly	\$ 1.7M	Q499
Attachmate	Todd Floyd	\$ 2.2M	Q100
Auto Desk	Lisa Ho	\$.1M	Q299
Bank of China	Reseller	\$.1M	Q299
Bayer Consumer Care	Thomas Wuest	\$.6M	Q199
Bayer Consumer Care	Ryan Henderson	\$.1M	Q299
Bell ActiMedia	Rob Henshaw	\$.1M	Q499
Bell Canada	Rob Henshaw	\$.3M	Q199
Benckiser	Ron Dijkstra	\$ 1.2M	Q299
Charles Schwab	Stan Nicks	\$ 2M	pre-98
Chase Manhattan	Chris King	\$ 6M	Q498
Cigna	Dan Zevon	\$.4M	Q100
CNT Systems	William Oaster	\$.1M	Q499
Com Tech	Greg Harrison	\$.1M	Q498
Conseco	Matthew Gobson	\$.1M	Q100
Deloitte Consulting	Kathleen Brennan	\$ 2M	Q398
Dialogic	David McKechnie	\$.3M	Q398
DIVEO	Carlos Salinas	\$.1M	Q499
Empresas Publicas de Medellin	Antonio Santos	\$.3M	Q100
Excel Communications	Jim Banks	\$ 6.2M	Q399
Ford Motor Credit	Ian Stephnton	\$.6M	Q100
France Telecom	Nicolas Blanc	\$ 1.8M	Q299
Gas Du Portugal	Francisco Gomez	\$.4M	Q100
General Motors of Canada Ltd.	Peter Weitzman	\$.1M	Q499
Gjensidige Forsikring	Arnie Fossheim	\$.2M	Q499
GMAC Mortgage Corporation	Troy Larson	\$.3M	Q499
Great Plains	Jud Coleman	\$ 5M	Q399
Honeywell	Peter Nicholas	\$ 4.6M	Q499
HP Mexico	Rolando Garay	\$.1M	Q100
Hydro-Quebec	Real Pedneault	\$.2M	Q499
Mannesmann	Guido Betz	\$.3M	Q100
Minacs Worldwide	Peter Weitzman	\$ 1.0M	Q499
Monsanto Canada Inc.	Ray Hyde	\$.1M	Q499
Nationwide Global	Andrew Boehm	\$.2M	Q499
Nestle	Mark Poulin	\$ 2M	Q499
New Century Services Inc.	Irmak Fite	\$ 1.2M	Q499
Ontario Power Generation	Doug Woytkiw	\$.3M	Q499
Oppenheimer	Michael Konrad	\$.8M	Q299
Personnel Decisions International	Jud Coleman	\$ 1.4M	Q499
Philip Morris Europe	Antoine Guignard	\$.1M	Q199
Philip Morris Europe	Antoine Guignard	\$.6M	Q399
Pitney Bowes	Tom Hennessey	\$.5M	Q398
Pitney Bowes	Tom Hennessey	\$ 1.1M	Q299
Profit Source	Gregory Hall	\$.1M	Q498
Renault SA	Vince Bernard	\$.4M	Q199
Renault SA	Vince Bernard	\$.4M	Q100
San Lam Insurance	Bill Hoggarth	\$.1M	Q199
SBC	Jared Sidwell	\$.1M	Q499
Silicon Graphics	Kate Fitzgerald	\$ 1.7M	Q298
Thomas Cook	Richard Timberlake	\$ 1M	Q100
Union Bank of Switzerland	Dan Haas	\$.7M	Q399

OUR GLOBAL CAST AND CREW

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