

SIEBEL
eBusiness

The World's Leading
Provider of eBusiness
Applications Software

Young Ran Lim

Siebel Systems

Siebel Systems Corporate Overview

Founded in 1998

San Jose, California

Publicly traded on NYSE

80,000 employees

Market leader in CRM

World's leading eBusiness Applications Software Provider

SIEBEL

Commitment to Customer Satisfaction

100% Satisfaction Guarantee

99% Customer Satisfaction

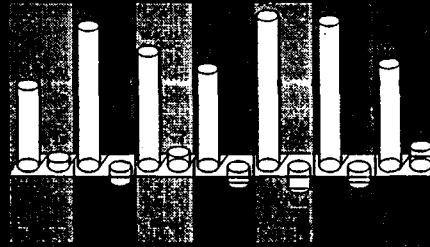
98% Customer Satisfaction

97% Customer Satisfaction

96% Customer Satisfaction

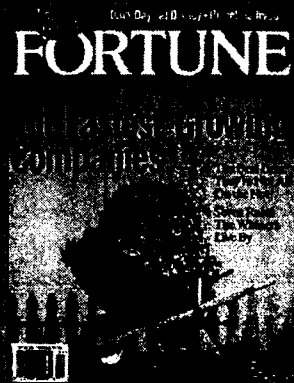
95% Customer Satisfaction

94% Customer Satisfaction



TELUS

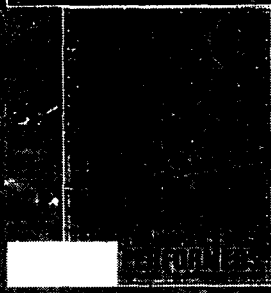
Fastest Growing Company



TELUS

Leading Software Information Technology Company

BusinessWeek



THE LEADING PUBLIC INFO TECH COMPANIES

1 Nokia	6 CDW Computer Centers
2 Siebel Systems	7 PC Connection
3 Oracle	8 Legend Holdings
4 Nvidia	9 Xilinx
5 Taiwan Semiconductor	10 Analog Devices

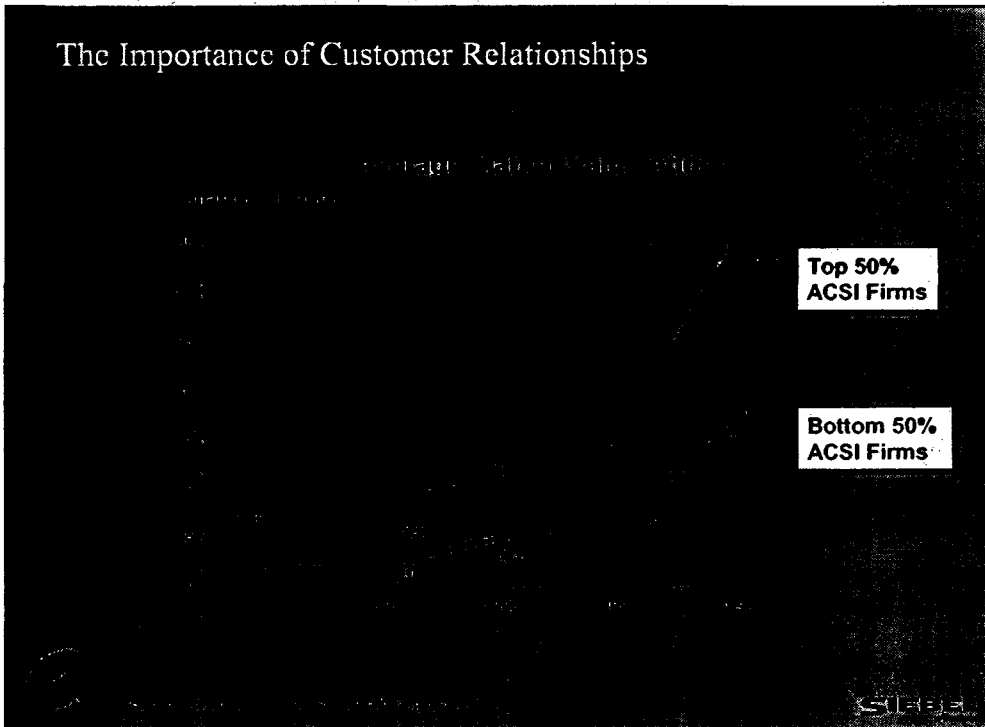
SIEBEL

Cross Industry Success

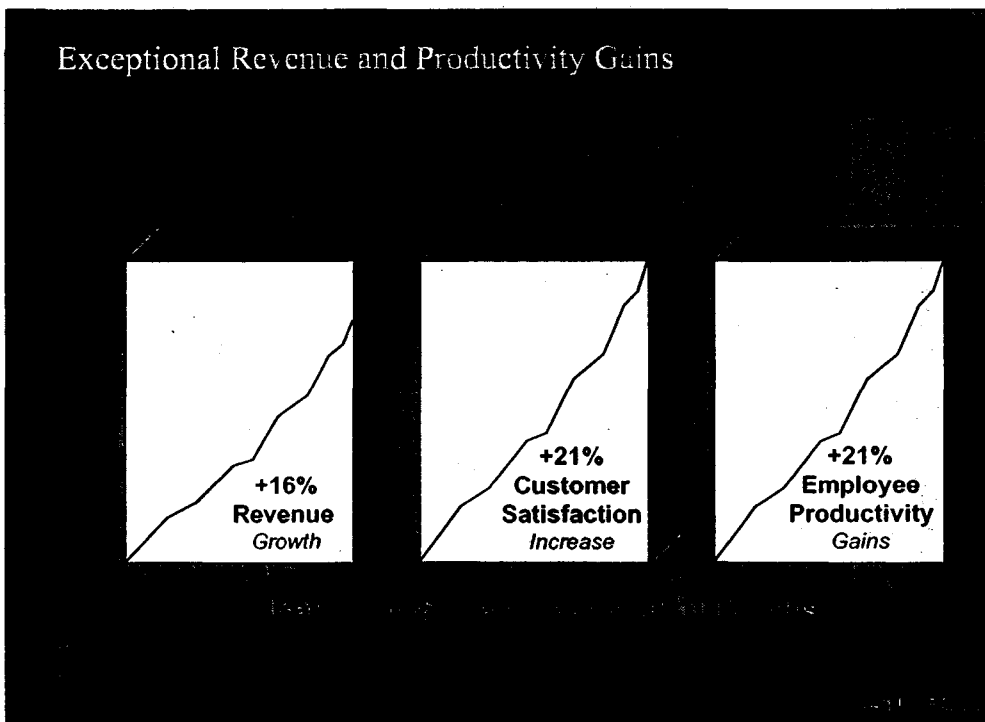
 Charles Schwab COMPAQ 	 CHASE Bank of America SIEMENS	NOKIA Connecting People Bayer france telecom Microsoft 	TOTAL FINA ELF MCI WORLD COM JDEdwards Enterprise Software UNITED STATES POSTAL SERVICE
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SIEBEL

The Importance of Customer Relationships



Exceptional Revenue and Productivity Gains



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eBusiness
Applications Market

Sales Force Automation—Market Share

1999

70%

SIEBEL
eBusiness

All Others

Baan
Dendrite
Pivotal
SalesLogix

2000

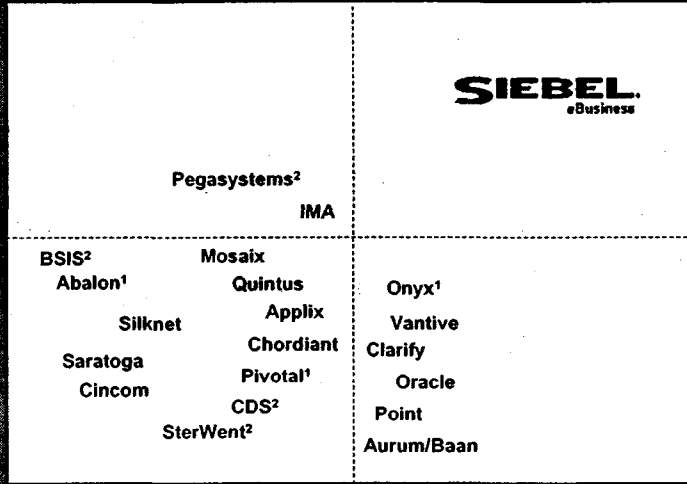
75%

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All Others

Baan
Dendrite
Pivotal
SalesLogix

Call Center Automation—Industry Acknowledged Leadership



Middle Market—Market Share

2000

53%

47%

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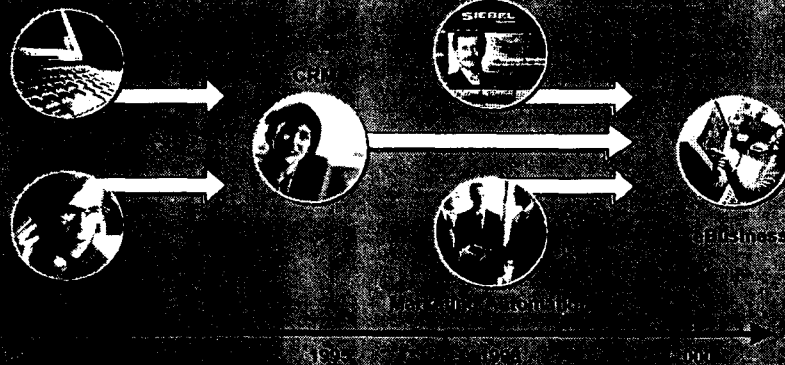
All Others
Interact
Onyx
Pivotal
Goldmine

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Products and Architecture Overview

eBusiness Evolution



Islands of Information



Webinars



Call Centers



Webinars



Resellers

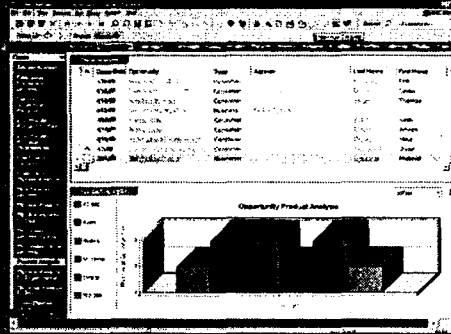
Local
Multivendor



CISS

Siebel eAutomotive

Product Line Direction
Product Support
System Management
Supply Management
Inventory
Sales
Customer Support
Product Support
Product Support
Product Support

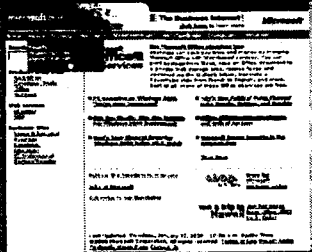


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Customer Support

Siebel @ Work in Servers



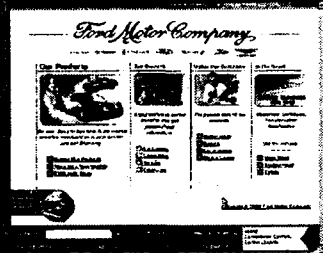
Microsoft Combines Siebel Sales with SQL Server

- \$19.75 Billion in 1999 Revenues
- Integrated Siebel Products in 10 Languages
- Siebel Deployments in More than 65 Countries
- Siebel Service with 24x7 Help Desk
- Joint Technology Center at Microsoft HQ

Microsoft

SIEBEL

Siebel @ Work in Automotive



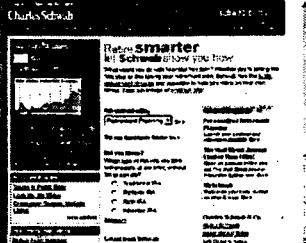
Ford Improves Customer Satisfaction with Siebel Products

- \$5.9 Billion in Annual Earnings
- Siebel Call Center for Five Business Centers
- Parallel Access to Dealer Information
- Access to Historical Customer Interactions
- Increased Customer Satisfaction Levels



SIEBEL

Siebel @ Work in Financial



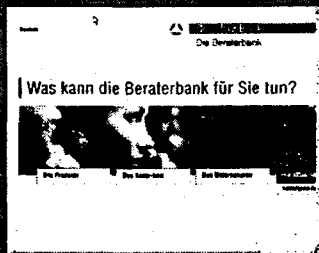
Charles Schwab Standardizes on Siebel eBusiness Applications

- 6.2 Million Active Accounts
- \$592 Billion in Customer Assets
- Automated Telephonic and Online Channels
- 5,900 Employees Using Siebel Sales
- Increased Outbound Calls by 300 percent
- Increased Conversion Rates by 25 percent

Charles Schwab


SIEBEL

Siebel @ Work in Banking



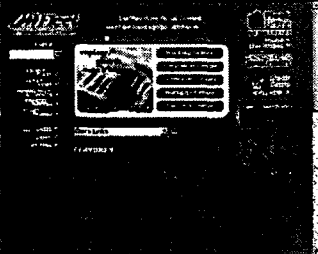
Dresdner Bank Chooses Siebel Systems to Deliver Management Solutions

- 1,500 Branches in More than 70 Countries
- More than 50,000 Employees
- 4,100 Siebel Product Users in Eight Service Centers
- Online Resource of Customers and Opportunities
- Complete Customer Histories and Contracts
- Competitor Data and Appropriate Service Options

 **Dresdner Bank**

SIEBEL

Siebel @ Work in Banking



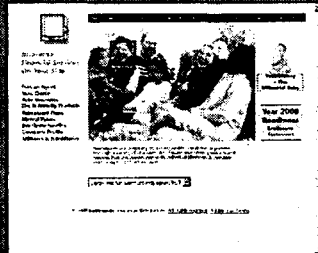
Fleet Boosts Sales with Siebel Call Center Technology

- \$100 Billion in Assets
- 250 Bank-based and 800 Connected Users
- Siebel eFinance for the Call Center
- Seamless Integration with Telephony Systems
- Reduced Call Times
- Agent Training Time Reduced by One-third
- Increased Cross-sell Ratio from Day One



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Siebel @ Work in Insurance

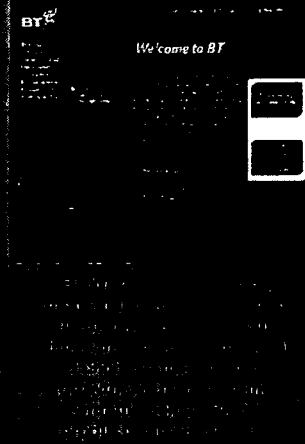


Nationwide Insurance Upgrades with Siebel eInsurance

- Third Largest U.S. Variable Annuities Seller
- More than \$100 Billion in Assets
- More than 35,000 Employees
- Global Rollout to 5,270 Users
- Responsiveness and Increased Customer Loyalty
- Write New Business and Make Accurate Quotes



Siebel @ Work in Communications



Siebel Service Delivers Web-based Ordering Service to British Telecom

- 230 International Carriers, 270 Clients
- Place and Track Orders Online
- Cut Average Order Processing Time by 75 percent
- Online Quotation for Products and Services
- Online Billing and Collection

