

Siebel Corporation



SIEBEL

“BMC Software and Siebel Systems have a long-standing relationship focused on delivering real value to our joint customers. Business Service Management for UAN will allow UAN customers to focus on optimizing their critical business processes with the confidence that they will have the right IT infrastructure available to support these business processes. BSM for UAN takes the guesswork out and establishes a clear link between business process requirements and IT infrastructure requirements.”

Nimish Mehta
Group Vice President, UAN
Siebel Systems

ALLIANCE OVERVIEW

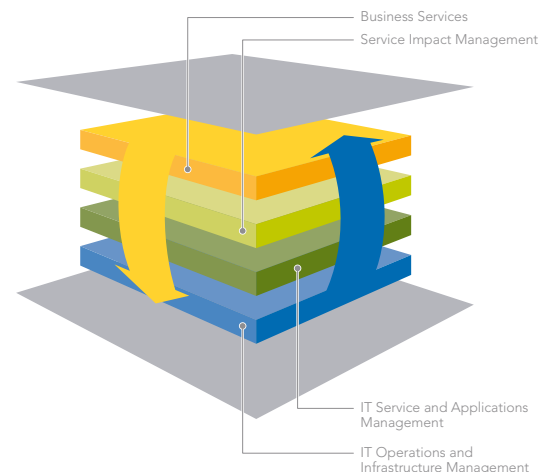
BMC Software and Siebel Systems, Inc. have a long-standing strategic alliance. BMC Software is a Siebel Strategic Software Partner and Siebel is a BMC Software Global Alliance partner. Additionally, BMC Software uses Siebel products internally to enhance the quality of its customer relationships. Siebel IT uses products from BMC Software, its preferred systems management vendor, to manage its application development and production environments. The most recent collaboration is the commitment by the Siebel Systems and BMC Software development teams to build a deeper integration between Universal Application Network (UAN) and Business Service Management (BSM). By combining the business process integration capabilities of UAN with BMC Software’s ability to manage the IT components that make up the business process, Siebel customers can, for the first time, establish a clear link between the health of the underlying IT infrastructure and its impact on business performance.

BUSINESS SERVICE MANAGEMENT

BMC Software offers Business Service Management (BSM) solutions that enable customers to change the way they do business—to go beyond simply managing IT infrastructure. BMC Software and our BSM Application Partners, such as Siebel Systems, help bridge the gap between IT investments and the business, so that IT can be managed from a business perspective. The result is improved business performance, along with reduced cost and IT resource complexity.

UAN & BSM

BMC Software builds on its strong heritage of applications management in the Siebel environment and through this collaboration with Siebel, extends it to deliver Business Service Management seamlessly for UAN customers. Customers will benefit by being able to manage the technology infrastructure from the perspective of the UAN business processes.



ABOUT UAN

Siebel Systems, in cooperation with other leading technology companies has developed the Universal Application Network (UAN) – standards based service oriented architecture for business integration.

PATROL FOR SIEBEL EBUSINESS APPLICATIONS

For a successful UAN implementation, users must manage the entire technology layer supporting the UAN business process, not only the Siebel

eBusiness Applications, but also the integration server, third-party applications, supporting databases and network – essentially the entire enterprise. Today, the management capabilities of the PATROL® by BMC Software solution suite enable users to manage the entire cross-technology business process from a single management console.

BMC Software PATROL for Siebel eBusiness Applications manages the elements of Siebel eBusiness Applications supporting the UAN business process through the various stages of the application lifecycle such as planning deployment, executing pilot projects and production.

SERVICE IMPACT MANAGER INTEGRATION

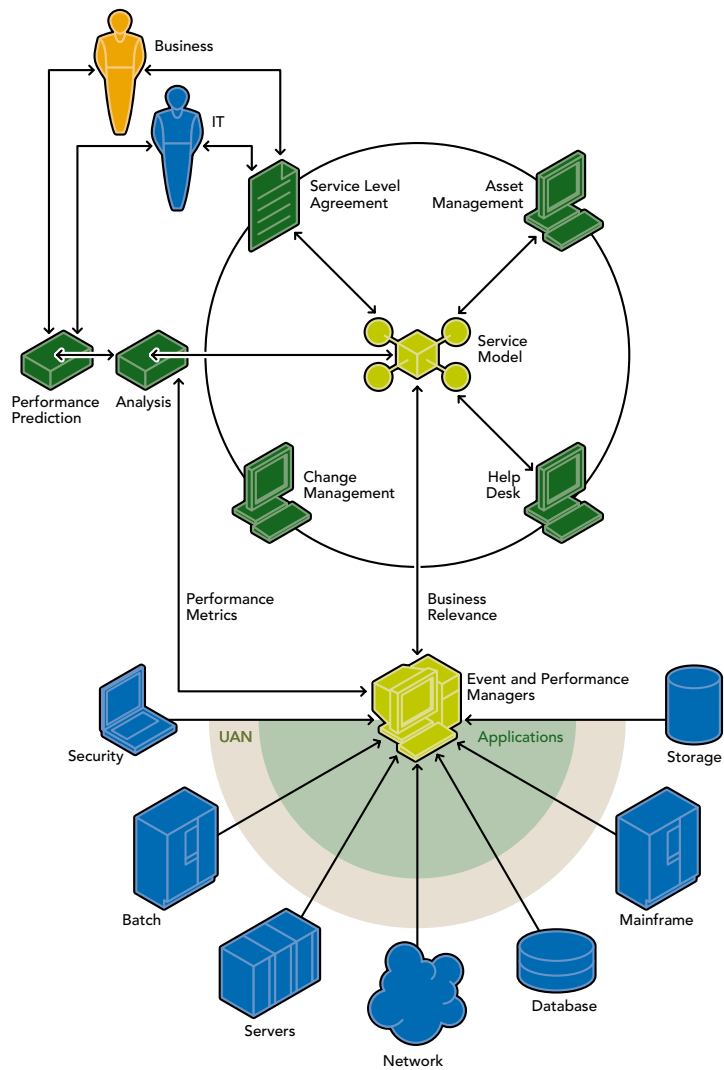
In the future, BMC Software and Siebel also plan to integrate BMC Service Impact Manager with UAN with to deliver “business service aware” business process integration and management. This solution will:

- > Enable customers to understand both the potential and actual effects to the business from the performance of the IT components that support business processes
- > Optimize application performance and the end-user experience through proactive creation and monitoring of IT management policies based on business services, rather than individual systems components or hosts

SUMMARY OF INTEGRATION BENEFITS

With BSM, UAN customers can take the guesswork out of the management of their business processes; they can precisely plan hardware and infrastructure for optimal business process performance and take the right action when issues arise. BSM for UAN empowers UAN customers with actionable information about their business processes leading to reduced total cost of ownership and improved business process performance.

THE BMC SOFTWARE AND SIEBEL SOLUTION



ABOUT BMC SOFTWARE

BMC Software, Inc. [NYSE:BMC], is a leading provider of enterprise management solutions that empower companies to manage IT from a business perspective. Delivering Business Service Management, BMC Software solutions span enterprise systems, applications, databases and service management. Founded in 1980, BMC Software has offices worldwide and fiscal 2003 revenues of more than \$1.3 billion. For more information about BMC Software, visit www.bmc.com.

ABOUT SIEBEL SYSTEMS CORPORATION

Siebel Systems, Inc. is a leading provider of eBusiness applications software, enabling corporations to sell to, market to, and serve customers across multiple channels and lines of business. With more than 3,500 customers worldwide, Siebel Systems provides organizations with a proven set of industry-specific best practices, CRM applications, and business processes, empowering them to consistently deliver superior customer experiences and establish more profitable customer relationships. Siebel Systems' sales and service facilities are located in more than 28 countries. For more information, please visit Siebel Systems' Web site at www.siebel.com.

