

October 18, 2017

Reference: Speridan Gov CX City 311 Accelerator

Dear Ms. Delois Robinson

This letter confirms and further validates that Speridan Technologies is a Public Sector Oracle Gold Partner and authorize reseller of Oracle CRM/CX software and services. As a Gold Partner Speridan has passed all product and service training which further certifies them for developing and delivering Oracle Service Cloud for 311 CRM/ CX systems using the Oracle Service Cloud platform. This letter further validates that Speridan has developed and have certified with Oracle their “Gov CX City 311 Accelerator” for Oracle Service Cloud implementations for Oracle Service Cloud for 311 CRM Systems. Speridan is the sole Public Sector Oracle Gold partner that can provide the Gov Cx 311 Accelerator tool at this time.

The prescribed “Gov CX City 311 Accelerator” has been specifically designed to aid and assist customers that are migrating from Oracle legacy on-premise CRM products like EBS, PeopleSoft and Siebel CRM to Oracle Service Cloud for 311. This purpose built accelerator is designed to accelerate the implementation process for reducing time, scope and cost of the total implementation services. Oracle in conjunction with several 311 industry experts has validated Speridan’s methodology for the “Gov CX City 311 Accelerator.”

Oracle Service Cloud product management team will conduct periodic and/or milestone health checks in accordance to your scope of work for the upgrade from EBS CRM to Oracle Service Cloud. These health checks will include validating methodologies for configuration and migration services for Workflows, Knowledge Management verification, and over all delivery methodologies and best practices.

If you have any questions, please let me know.

Sincerely,



Robert Horsley, Application Sales Manager

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