VNA-SB-047 | Orphaned Oracle Stack Rescue (Discoverer, Workflow & EBS CEMLI) | Siebel CRM Legacy Exit to Modular Oracle APEX 24.2 Case & CX Portal

Legacy Siebel CRM (IP17 / 8.x) & eScript to Modular Oracle APEX 24.2 Case Management & ORDS

Transition from Heavy Siebel CRM 8.x / IP17, Siebel Tools Repositories, eScript Business Services & S_ Tables to Modular Oracle APEX 24.2 Case/CRM Workspace + Governed 23ai Views over S_ Schema + ORDS APIs with automated binary/AST metadata profiling, deterministic cost-control levers, auto-generated BRD and test documentation, and a fixed-fee 4-phase delivery roadmap.

Search Queries & Scope Covered: siebel crm to oracle apex migration | replace siebel tools escript with plsql apex | siebel s_party data model modernization | public sector siebel case management replacement

SOURCE LEGACY STACK (STACK X)	MODERNIZED TARGET ARCHITECTURE (STACK Y)
Heavy Siebel CRM 8.x / IP17, Siebel Tools Repositories, eScript Business Services & S_ Tables	**Modular Oracle APEX 24.2 Case/CRM Workspace + Governed 23ai Views over S_ Schema + ORDS APIs**

SIEBEL FOOTPRINT EXIT	AGENT SCREEN LOAD	SAAS COST AVOIDED	DATA MIGRATION RISK
100% Retired	**< 200 ms**	**70% Lower TCO**	**Zero (In-Place DB)**

1. Problem Space & Architectural Bottlenecks

- Critical business operations remain trapped in Heavy Siebel CRM 8.x / IP17, Siebel Tools Repositories, eScript Business Services & S_ Tables, creating audit risk, manual reconciliation overhead, and rising support costs.
- Duplicate queries, cloned reports, and undocumented triggers make impact analysis slow and expensive across siebel escript services, workflows & eim jobs.
- Lack of automated binary-to-database metadata mapping causes traditional consulting shops to pad estimates with 40% manual discovery buffers.
- Leadership needs a predictable, fixed-fee phased timeline with verifiable test specifications and zero-downtime cutover guarantees.

2. Technical Solution & Reference Architecture

2.1 Automated Phase 0 AST & binary scan mapping Heavy Siebel CRM 8.x / IP17, Siebel Tools Repositories, eScript Business Services & S_ Tables artifacts directly to live Oracle dictionary metadata and profiling production data.

2.2 Target architecture built on Modular Oracle APEX 24.2 Case/CRM Workspace + Governed 23ai Views over S_ Schema + ORDS APIs, consolidating cloned queries into governed core SQL views with runtime Smart Filters.

2.3 Automated generation of full Business Requirements Documents (BRD), Technical Approach Docs, Testing Specifications, and Verified Test Results.

2.4 Zero-trust SSO/MFA (Entra ID / Okta) paired with database-enforced row-level security (VPD / RAS) and SQLcl Liquibase CI/CD pipelines.

3. Artifact-by-Artifact Conversion & Modernization Matrix

Legacy Artifact / Baseline Workload	Modernized Oracle / Cloud Target	Engineering Method & Outcome
Source Tier: Heavy Siebel CRM 8.x / IP17, Siebel Tools Repositories, eScript Business Services & S_ Tables	Modular Oracle APEX 24.2 Case/CRM Workspace + Governed 23ai Views over S_ Schema + ORDS APIs	Automated AST & Metadata Uplift (85%-95%)
Primary Footprint: Active Siebel Views, Applets & Business Components	Oracle APEX 24.2 Redwood UI + PL/SQL APIs	Binary-to-DB Metadata Mapping + Pilot Sprint
Workload & Queries: Siebel eScript Services, Workflows & EIM Jobs	Canonical Core SQL Views + Runtime Smart Filters	Query Fan-Out Clustering (75%-90% Reduction)
Undocumented Legacy Business Rules & QA	Auto-Generated BRD, Approach Doc, Test Specs & Results	100% Automated Documentation & utPLSQL / Playwright

4. Oracle APEX & Ancillary Engineering Toolchain

- Oracle APEX 24.2 & Universal Theme (Light Architecture)
- Oracle Database 23ai / Autonomous Database (ATP / ADW)
- Viscosity Automated Binary (.fmb/.rdf) & AST Metadata Profiler
- Auto-Doc Engine (BRD, Approach Doc, Test Specs & Test Results)
- Oracle REST Data Services (ORDS) & APEX Office Print (AOP)
- SQLcl Liquibase CI/CD, utPLSQL & Playwright Regression Suites

> ***Anonymized Production Proof:*** *Replaced a brittle legacy Siebel CRM and case management implementation with a modern Oracle APEX 24.2 workspace directly atop the rationalized Oracle database schema, cutting agent screen times by 82%.*

5. Principal Architect Q&A

Q: What are the primary levers that control the cost of Siebel CRM to Modular Oracle APEX 24.2 CX?

A: Cost is controlled by five levers: (1) collapsing cloned query fan-out across siebel escript services, workflows & eim jobs into canonical core SQL views, (2) percentage of business logic already in database packages vs. UI triggers, (3) production data quality profiled during Phase 0, (4) external integration/SSO count, and (5) cutover downtime requirements.

Q: How does your tool convert binaries (.fmb, .rdf, etc.), map database metadata, and generate documentation?

A: Our automated analyzer parses legacy binaries and source files, extracts every trigger, query, and UI control, cross-references them against live database dictionary metadata (ALL_TAB_COLUMNS, ALL_DEPENDENCIES), profiles actual column data distributions, and automatically generates the Business Requirements Document (BRD), Technical Approach Doc, Test Specifications, and Verified Test Results.

Q: What does a typical project timeline look like from kickoff to production cutover?

A: Projects follow four gated phases: Phase 0 (Weeks 1-2: Binary AST Scan, Data Profiling & Auto-Generated BRD), Phase 1 (Weeks 3-6: Core Schema Uplift & Working Pilot), Phase 2 (Weeks 7-12: Automated Conversion Sprints & Test Spec Execution), and Phase 3 (Weeks 13-16: Parallel Run, Zero-Downtime Cutover & 30-Day Hypercare).