

DUBLIN, IRELAND, October 04, 2013 **/24-7PressRelease/** -- CapricornVentis are today delighted to announce CapricornVentis' Oracle Accelerate Solution for Oracle Service Cloud (RightNow) customers in the Retail Industry and available in Ireland & the United Kingdom. CapricornVentis is an Oracle Accelerate solution provider and a Gold level member in Oracle PartnerNetwork (OPN).

Oracle Cloud Service (RightNow) for Retail is a complete solution designed for retailers to deliver great customer experiences while simultaneously driving profitability, brand equity, and organizational agility. With Oracle Cloud Service (RightNow), you'll be able to provide a seamless customer experience in 33 languages across multiple touch points—from your knowledge foundation and contact centre to your corporate Website and social communities. Deliver exceptional customer experiences that help put you steps above your competitors with a certified, simple to deploy, industry-specific, packaged Oracle Accelerate solution.

This Oracle Accelerate Solution delivered by CapricornVentis is a cloud-based solution for companies in Ireland and the United Kingdom that want to promptly increase their retention rates and acquire new customers by delivering outstanding Customer Service and cross/up-sell, while differentiating with an exceptional Customer Experience.

Based on Oracle Cloud Service (RightNow), part of the Oracle CX suite, this solution is able to be further extended by adopting other Oracle Service Cloud products (e.g. Oracle Policy Automation) as well as other complementary Oracle products (e.g. Oracle Social Relationship Management).

John Glennane, CEO of CapricornVentis said: "We believe the cloud proposition from Oracle is world class, and addresses all of the critical challenges that must be addressed to establish and support the customer relationship and engagement solutions in today's world. This allows us to focus our work (together with our clients) on designing, deploying, integrating and delivering successful solutions more quickly and efficiently than ever before." He added that: "Our Oracle Accelerate solutions provide clearly defined and efficient means for our clients to move rapidly from concept to reality using Oracle cloud platforms and to achieve well aligned and successful solutions as a matter of course".

"Oracle's partner community continues to develop valuable solutions and deliver key services to joint customers, including midsize organizations," said Steve Cox, vice president, Oracle Midsize Programs. "The industry expertise and reach provided by our partners is critical for companies looking to own fast time-to-value cloud solutions for their industries."

About Oracle AccelerateOracle Accelerate provides simple to deploy, packaged, enterprise-class software solutions to growing midsize organizations through Oracle's network of expert partners. Created by Oracle's expert partners, Oracle Accelerate solutions are simple to deploy, industry-specific packaged solutions, designed for fast time to benefit, which means getting the right solution in place quickly, inexpensively and with a controlled scope and predictable returns. The best Oracle Accelerate Solutions are based on Oracle Business Accelerators, which are powerful, cloud-based rapid implementation tools developed and maintained by Oracle to get you up and running on a wide range of Oracle Applications, both quickly and reliably. Oracle has more than 290,000 midsize customers who buy Oracle to grow. To find out more, visit <http://www.oracle.com/accelerate>.

About Oracle PartnerNetworkOracle PartnerNetwork (OPN) Specialized is the latest version of Oracle's partner program that provides partners with tools to better develop, sell and implement Oracle solutions. OPN Specialized offers resources to train and support specialized knowledge of Oracle products and solutions and has evolved to recognize Oracle's growing product portfolio, partner base and business opportunity. Key to the latest enhancements to OPN is the ability for partners to differentiate through Specializations. Specializations are achieved through competency development, business results, expertise and proven success. To find out more, visit <http://www.oracle.com/partners>.

About CapricornVentisCapricornVentis (CVL) is a specialist business technology consultancy company that focuses on the areas of Business Intelligence (BI) and Customer Excellence (CRM/CEM/CX), and their facilitation through the use of leading technology. CapricornVentis only select technologies from leading vendors that are robust, proven and cost effective. These technologies, when integrated by the CapricornVentis professional services team, are part of a proposition that enables us to deliver the level of business value that our clients desire. To find out more, visit <http://www.capventis.com>.

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