

Windstream Communications



Industry:

Telecom, Media & Tech

Technologies:



Customer

Windstream Communications is a provider of voice and data network communications, and manages services, to businesses across the United States. Windstream handles digital business by leveraging customer analytics, digitizing the client relationship management process and streamlining their application portfolio.



Challenge

Windstream's focus was on optimizing their applications portfolio. They sought out a single unified system to improve their performance in sales and customer service. Oracle's Siebel was selected to enhance customer service as well as provide the ability to either eliminate or integrate industry-specific point solutions.



Solution

Eagle Creek provided the enterprise CRM experience to address both the particular CRM challenges as well as the systems and data integration needs. The project included various customizations and integrations for the service and sales agents, such as CTI and screen pop. Agents are now able to manage account creation, perform asset-based ordering and have access to the catalogs and configurators that can satisfy custom pricing requirements. The combination of the Siebel technology and Eagle Creek's customization and integration expertise has enabled Windstream to manage their customers in a single solution, making them more competitive while reducing expenses.

Eagle Creek at a Glance

In 1999, Eagle Creek was founded to deliver a technology value proposition that positively impacts your business. We focus on customer-facing technologies – from CRM to App Dev to Mobility – helping our clients succeed in digital business.

We combine on-site expertise with our offsite (but onshore) consultants based in our four technology centers in the upper Midwest.

Through this model, we help you reduce your backlogs while optimizing your IT budget. Achieving this consistent and sustainable way to provision digital consulting capabilities to you has meant investing in America, where Eagle Creek has become the leader in U.S. Onshoring.

Eagle Creek is now an Eviden business.

Contact our sales team at <https://www.eaglecrk.com/contact-us>