BMW

Industry:

Manufacturing

Technologies:

ORACLE Gold Partner

SQL Database Language

👥 Customer

 BMW is a manufacturer of luxury and performance vehicles. Today, the BMW Group has 31 production and assembly facilities in 15 countries, as well as a global sales network, which is the world's leading manufacturer of premium automobiles and provider of premium financial and mobility services.

◎ Challenge

BMW embarked on an IT enterprise initiative to consolidate, integrate and upgrade their CRM platforms and implement new requirements for all users across multiple locations. The Siebel application was the central source of integration for all web applications used by BMW in North America and Canada. In addition, there was a CTI need due to complex workflows that run 24/7. It supported customer service users, email servers for automation and customized response management. The primary users of the CRM were financial managers, analysts, marketing managers and customer service representatives.

💡 Solution

Eagle Creek deployed a team of Project Managers, Technical Leads, and Technical Architects onsite combined with offsite teams based out of Eagle Creek's Valley City, ND Technology Center. The team successfully completed the redesign, integrations and upgrade of the Siebel application.

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