

 ADP

## Customer

Automatic Data Processing, Inc. (ADP), is a comprehensive global provider of cloud-based human capital management solutions, business process outsourcing services, analytics, and government compliance. From human resources and payroll to talent management and benefits administration, ADP brings unmatched depth and knowledge in helping clients build a better workforce. ADP services more than 700,000 customers in 113 countries.

### Industry:

Financial Services & Insurance

### Technologies:



## Challenge

ADP was supporting a multichannel sales organization through regional call centers with eight instances of Clarify. This architecture prohibited a seamless client experience across regions, business units, and channels while negatively impacting employee productivity. These disconnected environments were having an adverse effect on client satisfaction and client retention.



## Solution

Eagle Creek consolidated the Clarify environments into a single, existing instance of Siebel, which also necessitated an upgrade to meet the new performance and data volume requirements. Eagle Creek resolved the complex data integration and data reconciliation challenges of a customer 360-degree view by implementing Oracle's Universal Customer Master (UCM) and Master Data Manager (MDM). ADP represents one of the largest UCM/MDM implementations in the world. Today, Eagle Creek continues to support this Siebel environment.

## 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>