

 Emerson

## Customer

Emerson is a diversified global manufacturing and technology company. It offers a broad range of products and services in the areas of network power, process management, industrial automation, climate technologies, as well as software tools and storage solutions. Emerson is widely recognized for its engineering capabilities and management excellence. It has approximately 128,000 employees and 240 manufacturing locations worldwide.

### Industry:

Manufacturing



## Challenge

Emerson required a consulting services company that was comfortable with enterprise integration and managing global deployments, specifically around Oracle's cloud CRM products. Emerson needed to rapidly deploy Oracle's Cloud CRM to single and multiple-instance systems across the enterprise including Emerson Network Power, Embedded Computing & Power, Control Techniques, Liebert, Marine Tank Management and Daniel. In addition, Emerson needed to support internal users as well as customers in disconnected, web-based and mobile environments.

### Technologies:

 ORACLE<sup>®</sup>  
BUSINESS INTELLIGENCE

## Solution

Eagle Creek demonstrated CRM functional and technical experience, as well as expertise in complex system and data integration. Eagle Creek was able to scale teams and deliver flexibility in order to meet Emerson's changing requirements.

## 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>