

 IBM

## Customer

IBM Corporation is an American multinational technology and consulting company, with its headquarters in Armonk, New York. IBM manufactures and markets computer hardware and software, provides advisory services, offers infrastructure, as well as solutions from mainframe computers to nanotechnology.

### Industry:

Retail, Transportation & Logistics



## Challenge

IBM needed a partner with in-depth and broad Siebel skills for one of the world's largest, most complex CRM projects. This project would eventually migrate over 60,000 field users. They needed a partner who had experience in enterprise-level global engagements, a scalable model and an ability to integrate with their in-house teams. IBM had an aggressive schedule and did not possess the internal capacity for the project.

### Technologies:



## Solution

Eagle Creek delivered experience, expertise, and scalability for the on-time and on-budget project. We additionally provided high-level skills in various roles including data and project architects, data migration specialists, 24x7 post-production support, and testing professionals. Our team coordinated with the IBM's internal architecture and development teams to better manage parallel releases.

In what remains today, we have successfully participated in one of the world's largest CRM projects.

## 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>