eagle creek
software services

Rally Software

Industry:
Retail, Transportation & Logistics

Technologies:
salesforce PARTNER

Customer

Rally Software is a leading global provider of cloud-based solutions for managing Agile software development. Rally's platform transforms the way organizations manage the software development lifecycle by closely aligning software development and strategic business objectives, facilitating collaboration, increasing transparency, and automating manual processes. Rally supports 168,000 users and more than 1,000 customers, including 34 of the Fortune 100 companies.

Challenge

Rally, an eight-year Salesforce user, has been experiencing growth and reorganization. Realizing their business had evolved, Rally needed a more functional and technical CRM review. Rally's in-house team was unable to conduct this due to prior commitments.

Solution

Eagle Creek first did an initial review that uncovered issues related to Rally's Salesforce implementation and revealed how future needs might impact the Salesforce system. A complete functional and technical assessment followed. The evaluation included a review of the Salesforce Licenses purchased and used; utilization and management of Permissions, Roles, and Hierarchies; use of Reports and Dashboards; redundancy of Fields defined and populated; and an initial Custom Code review.

Eagle Creek implemented new Salesforce features and functions to meet current and future CRM requirements.

Eagle Creek continues to work with Rally in a Continuous Enhancement and Support model. The support and enhancement service provides Rally with a cost-effective and flexible resource pool. This enables them to get their critical Salesforce initiatives implemented to their users quickly and without compromising their other non-Salesforce project initiatives and priorities.

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