

## Texas Baptists



### Customer

From 1886, the Baptist General Convention of Texas (BGCT) has been actively involved in education and social ministries, as well as evangelism and missions. The BGCT has supported numerous world-renowned schools, including Baylor University and Southwestern Baptist Theological Seminary. And has assisted in the development of seven hospitals, four children's homes, five senior homes, and hundreds of new churches.

### Industry:

Public Sector & Defense



### Challenge

BGCT sought to leverage cloud technology in order to support and streamline its growing relationship needs with several organizations. Utilizing Salesforce technology would facilitate improved customer understanding and would allow BGCT to progress their mission at a pace that keeps up with the ever-changing demands of their customers.

### Technologies:



conga Composer



### Solution

Eagle Creek was selected for its technological expertise and CRM experience. The solution leveraged Salesforce Sales Cloud and Lightning framework to provide a responsive user interface and reporting capabilities. Conga and Oracle BI Publisher were used for additional support. The BGCT is now able to streamline customer communications, operations, and services as well as gain a consolidated understanding of their customer at every stage of the journey.

## 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.

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