



## Industry: Transportation

### Customer Background

Founded in 1994, PeopleNet, a Trimble Company, provides fleet mobility technology for North America's land transportation industry that enables greater levels of safety, compliance, cost reduction and customer service. Its products are used by more than 2,000 truckload, LTL, private, and energy services fleets in the United States and Canada, including several Fortune 500 companies. The company aggressively develops new products that continue to improve fleet management.

### Business Problem

Technology innovation is a key part of growth for PeopleNet and as such the balance of quality, risk, speed to market and price are key considerations to all IT investments. PeopleNet has attempted to use offshore and near-shore sourcing models in the past and has found that these delivery models are unable to support their needs for a few key reasons

- Lack of US business acumen – impacting the speed at which quality is delivered
- Inability to effectively operate using agile methodologies – impacting the speed at which quality is delivered
- Logistical issues around supplying the necessary hardware (in this case company specific mobile devices) – impacting speed to market
- In-house management lack of expertise managing offshore/ near shore resources – impacting workload, timelines and quality

The client found that the combination of these items created slower development cycles with offshore and near-shore (due to rework, logistical issues, and difficulty managing these resources pools) and ultimately resulted in a higher cost model that originally anticipated.

**Objective Summary:**  
Implementation of client facing reporting, & functional testing of mobile devices and applications

**Technologies:**



### Eagle Creek at a Glance

- Founded in 1999, Eagle Creek Software Services provides consulting and technical expertise to the enterprise.
- 350 + consultants, hundreds of major customers including Fortune 1500 and global companies
- Services focus
  - CRM
  - Business Intelligence
  - Application Development
- Eagle Creek employs a unique onshore delivery that allows our customers a high quality, low cost, nominal risk alternative to offshore or costly traditional third party development.



**Putting US in  
Global Sourcing**

### Solution

The client engaged Eagle Creek Software Services as a strategic sourcing partner to drive down the development cycles, manage the logistical issues associated critical hardware, create the ability for project teams to successfully work in agile and ultimately drive down the total cost of development.

This has been accomplished in a few key ways:

- Implementing and supporting new COTS (Commercial Off the Shelf) technologies (e.g. a Birst cloud BI OEM implementation), which has allowed the organization to invest in new technologies in a cost effective manner
- Custom application development work - allowing the client to scale their resource capacity
- Custom application support - allowing the clients internal team to move enhancements, maintenance and support of existing application to a lower cost model and free up internal staff to focus on critical innovative projects (i.e. projects that are key to revenue growth)
- Quality Assurance Testing - driving down the cost of testing while ensuring that the testing teams can remain intimate to the project from requirements gathering all the way through production release
- Remove logistical issues around end to end device testing by utilizing proximity close Eagle Creek Technology Centers for this work (note: in the past if a mobile device failed offshore the logistics around replacing the device negatively impacted the project timelines or became very costly due to the number of devices necessary to ensure timelines were not impacted by this type of issue)

### About Eagle Creek Software Services

Eagle Creek Software Services provides consulting and technical expertise to the Enterprise. The firm focuses on CRM, Information Management (BI) and Applications Development, helping clients increase quality and efficiencies while managing price and risk in software development, deployment, & support.

With over 350 consultants, Eagle Creek Software Services is the largest U.S. based onshore software services company. Eagle Creek is uniquely positioned by combining on site expertise with U.S.-based Technology Centers. The onshore delivery model allows Eagle Creek to achieve consistency, scalability and sustainability in the provisioning of technical and consulting capabilities.

Eagle Creek has expertise in a multitude of industries, and has the experience and know-how to implement, upgrade and maintain enterprise-grade front office technologies, applications and platforms.

