

ADVANCED CRM OPTIMIZATION SERVICES



Four Key Drivers for CRM Services

Unique Delivery Model

Eagle Creek is the largest US-based onshore service provider specializing in front office technologies and custom application development, with a focus on CRM systems. Eagle Creek employs a unique onshore delivery model through the use of onsite and offsite (but onshore) consultants based in our Technology Centers. The Eagle Creek delivery model allows our customers a high quality, low cost, nominal risk alternative to offshore or costly traditional third party development



Putting US in
Global Sourcing

Overview

According to Gartner's 2012 CEO Survey, CRM was rated as the most important area of investment to improve business over the next five years. Communications models, channels and customer relationships are evolving at an unprecedented pace, as is the need for the innovation, integration and capability of CRM environments.

A Progressively Complex Challenge

As organizations increasingly adopt CRM as a business discipline, they are tasked with tying systems, workflows, analytics, mobile, and social components into an experience-driven solution that addresses the entire customer and prospect journey. Companies looking to embark on a progressive CRM initiative have several options with respect to the services models they adopt in support of these efforts. The price of such services needs to be acceptable without compromising quality, or elevating risk.

The first option, do it yourself, is often not an option. Almost no company has sufficient resources to execute on large-scale CRM transformations, and skilled consultants are scarce. The second option is to hire onsite consultants, however, budgets and the current economic environment makes this option too costly for most companies. The third option, hiring offshore consultants, comes with its own set of obstacles and risks. While it often appears to be cost-effective, there have been very few successful CRM deployments managed by offshore resources that prove to be both physically and contextually distant. So which model works best for you?

Eagle Creek CRM Partners





Eagle Creek Overview

14+ years in business and hundreds of successful projects under our belt have given Eagle Creek expertise in a multitude of industries across many technical environments.

Our services include:

- CRM
- Business Intelligence
- Applications Development
- Data Management & Integration

Eagle Creek helps customers gain the full benefits of CRM solutions through certified implementation, integration, support, testing, and customization services. With 300 consultants, Eagle Creek is uniquely positioned to assist clients with regional and global CRM deployments.

Eagle Creek provides the highest quality, yet most cost effective CRM & BI consulting & technical expertise to the enterprise. Our

For more information visit:
www.eaglecrk.com

Eagle Creek's Four Key Services Drivers

1. Deep Global CRM Experience

Eagle Creek Software Services lives and breathes CRM, and our sweet spot is advanced CRM optimization. Eagle Creek's functional expertise spans all the major business applications for CRM and our industry breadth is second to none. We are one of the largest US based onshore service providers specializing in CRM consulting and technical services. We encompass the Oracle Siebel On-Premise and On-Demand Hosted CRM systems, and the Salesforce CRM and Force.com Hosted Platforms. We have built up over 4 million hours of time working on over 350 projects, including some of the world's largest and most complex.

2. Cost Effective Onshore Model

Eagle Creek is uniquely positioned by combining onsite expertise with our Delivery Model U.S. based onshore delivery platform. The Delivery Model utilizes onshore but offsite, Technology Center based resources, in a model that we developed in collaboration with the state governments of North and South Dakota. Through this model, we are able to achieve scalability, consistency and sustainability in the provision of technical and consulting capabilities to our clients, whilst overcoming all of the limitations of offshore service delivery. This method permits I.T. professionals to manage price, quality and risk in the development, deployment and support of their enterprise technology.

3. CRM Innovation Philosophy

Today's CRM environments must support the customer experience on their terms, and incorporate the latest cloud, social and mobile technologies. Eagle Creek helps clients innovate by providing enterprise integration. Various data sources, BI, ERP platforms, legacy systems, cloud based applications, and hybrid CRM deployments have to work in a cohesive CRM environment in order to deliver tangible commercial advantage.

4. Total Services Flexibility

Every organization is unique in their requirements, workflows, systems and governance. We expect to deliver engagements that are 100% custom fit to the client's needs. You've spent millions of dollars developing your own systems, your own methods and your own best practices, so we think the best way to implement your solutions is to adapt to your business, infrastructure and standards. Agile, Waterfall, or Hybrid, you manage it or we manage it, it's up to you.

