CRM On Demand Implementation by Eagle Creek

Representative User Community of On Demand Engagements
Partial List

- AGCO
- Bluetech
- BPM
- BlueStar
- Fred Weber
- Genuine Health
- School Specialty
- Language Logic
- Peoples Bank
- Liebert
- Thompson West
- Cardio Net

- Avatar International
- Celadon Trucking
- Behlen
- Culligan
- PCG
- Emerson Network Power
- Bentley Prince Street
- Novatel
- Specialty Minerals
- InSinkErator
- Land O Lakes
- Agilysys

Learn More with a Complimentary Consultation

Because no two companies are alike, your CRM On Demand system presents specific, unique challenges and opportunities. Arrange a no-cost CRM On Demand consultation with Eagle Creek to learn how we can help your organization achieve outstanding results, on time, with minimal expense.

Visit us at www.eaglecrk.com or call our national sales office at 877-258-5997.

Helping Customers Optimize Results

Oracle CRM On Demand is a powerful tool for connecting sales and marketing processes to provide a unified revenue pipeline, better forecast visibility, and better return on your investment. But just like any business solution, the rewards you gain from Oracle CRM On Demand depend on how well you set it up and run it. That's why many companies turn to a professional services partner like Eagle Creek Software Services to help them take the full advantage of their new and existing technology investments.

Eagle Creek helps customers gain the full benefits of Oracle CRM solutions through certified implementation, integration, support, testing, and customization services. As an Oracle Gold Partner with 300 consultants, Eagle Creek is uniquely positioned and assists its clients regional and global CRM deployments.

Reduce Costs with Eagle Creek's "Dakota Model"

Utilizing our state-of-the-art, US-based Project Centers in North and South Dakota, Eagle Creek's unique "Dakota Model" is a cost effective alternative to onsite consulting that provides the safety and security you expect.

With the Eagle Creek Dakota Model, you get the benefit of extensive onsite expertise, but without the associated expense, resulting in high-quality implementations, upgrades, integration services and global product support at a cost savings of up to 50%.

- Priced at approximately 50% of equivalent onsite services
- Highly qualified consultants skilled in configuration, integration, development, and testing
- Low consultant turnover—ensuring project continuity and retention of your project knowledge
- Easy and convenient access to our Project Centers for excellent communication and project control—same country, same language, just a time zone or two away
- Flexible engagement model that can scale projects on demand for any duration
- Adapts to your methodology, ways of doing business and managing a project – instead of making you fit a standard methodology or process

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ORACLE® Gold Partner

Reduce Costs with Eagle Creek's "Dakota" Model

How can services by Eagle Creek help improve your CRM On Demand solutions? The experiences of these three reference clients illustrate several benefits of our focused expertise and Dakota service model. To discover how these benefits and services correspond to your company's specific challenges, schedule a complimentary CRM consultation with Eagle Creek.

Client: Emerson

Environment: Oracle CRM On Demand
- Multiple Instances
- Multiple Regions
- Multiple Phase

Business Objectives:
- Reduce Time to Implement
- Standardize on Single CRM Tool
- Integrate with Back-End Solutions
- Custom Processes

Eagle Creek Delivery Solution:
Eagle Creek consultants worked both from our Dakota Project Centers and at the customer's site to configure each instance and perform multiple integrations necessary to achieve project objectives. Eagle Creek also deployed a new quote process, and implemented services including:
- Live Chat
- Website Inquiries
- Vendor Integration (digikey)
- Integrations to EBS (Accounts, Contacts, Assets, Products)
- Data Cleansing

Client: TEREX

Environment: Oracle CRM On Demand
- Multiple Instances
- Multiple Regions

Business Objectives:
- Reduce Time to Implement
- Sales Force Automation
- Track Opportunities to Close
- Integrate with Back-End Solutions
- Track Dealer Inventory Requirements

Eagle Creek Delivery Solution:
Eagle Creek consultants worked from the Dakota Project Centers to develop multiple integrations, including Foreign Key Uploads, Website Product Locator, and Dealership Revenue Roll Up. Eagle Creek also performed customer call center implementation, and implementation for multiple business units.

Client: TKE

Environment: Oracle CRM On Demand
- Single Instance
- Multiple Regions

Business Objectives:
- Improve System Performance
- Maintain Global Oversight
- Integrate with Back-End Solutions
- Rapid Deployment

Eagle Creek Delivery Solution:
Eagle Creek consultants worked from the Dakota Project Centers to reduce effective hourly costs, while ensuring on-shore quality. They converted the customer's existing single instance to multiple instances, modified OOB forecasting, and evaluated custom report fields. Eagle Creek also performed Cast Iron integration and developed web services used for Opportunities/Opportunity Products. The initial engagement was only four weeks from start to completion of project.

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