



*Get top return on your Oracle CRM investment.*

### **Maximize your CRM with greater speed and efficiency**

Eagle Creek was founded in 1999 and has operated since with a single mission—provide the highest quality, yet most cost effective CRM and BI consulting and technical expertise to the Enterprise. Eagle Creek's unique delivery model, which includes offsite, but onshore project center-based capabilities, allows our customers to manage cost, without compromising quality.

Our customers feel rightfully confident due to our breadth and depth of capabilities around Oracle CRM On Demand, including:

- 300 Engagements with CRM and OBIEE
- Over 2.5 million hours of engaged services
- At 300 consultants; the largest U.S.-based service organization for Oracle CRM and BI
- Extensive experience across every major vertical market
- Consistent recognition as a leading partner for Oracle

Make sure every sales lead you generate gets developed, explored and driven to fulfillment with Oracle's Customer Relationship Management (CRM) On Demand solution.

Oracle CRM On Demand is a complete, cloud-based solution that connects sales and marketing processes to create a unified revenue pipeline, better forecast visibility, and better return on your marketing budget.

- Avoid loss of hard-earned leads through miscommunication or oversight
- Increase lead closure rate and reduce costs per lead
- Gather data for tracking and analysis, and adapt promptly to market changes

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 to assist clients with regional and global CRM deployments.

### ***Ensure the success of your CRM investment***

Implementing any CRM solution can be challenging during these times of financial pressure, resource constraints and competing priorities. That's why organizations, of all sizes, call in the skills of experienced consultants to assist with some or all aspects of the project. A skilled service partner can help plan, manage, customize, implement and support your CRM solution, providing better results with greater speed and efficiency without over burdening internal resources, and allowing your team to maintain its focus on other priorities.





## Reduce support risks and save.

Eagle Creek's unique "Dakota Model" strategy delivers the cost efficiencies of overseas IT support from right here in North America, and eliminates the risks and variables of offshore providers. Anchored in our North & South Dakota project centers, our team applies world-class expertise to some of the most demanding projects undertaken by U.S., as well as Global companies. We deliver top-quality services at a highly competitive price made possible by the appropriate balance of consulting and technical resources.

- Within two time zones of any U.S. location
- Lower risk, at a cost competitive with offshore
- 50% savings over traditional onsite consulting
- Proven success providing sustainable, consistent resources

### Eagle Creek services and deliverables

**Project Management** – Dedicated Eagle Creek experts drive project deliverables, keep you informed of project status, and validate that the team is following industry best practices.

**Business Analysis** – We partner with our customers to identify, understand and document the business requirements needed to make the implementation successful.

**Documentation** – We deliver a Configuration Design Document that contains and maintains all elements of the project, and is updated as the team moves through the project's stages.

**Testing** – We complete a high level of testing for all configuration, integration, and custom development.

**Data Import** – We understand the complexity of bringing in your valuable data assets. Our custom tools facilitate the validation of data to be imported.

**Custom Development** – When your specific business requirements call for custom development, we perform the work using tools you specify.

**Focused Resources** – With our Dakota Model, we have the ability to staff experienced resources based on team members' specific skill sets.

### Choose your ideal engagement model

**Project Team Model** – Eagle Creek can manage all aspects of your CRM installation and assume responsibility for costs, deliverables, and schedules. Our consultants staff all team positions and deliver a turn-key solution with minimal disruption of your business operations.

**Shared Staffing Model** – Eagle Creek works with your internal team or provides consulting services on specific aspects of your installation. This model minimizes consulting costs for organizations with spare IT capacity or some degree of in-house Oracle CRM expertise.

**Complete Managed Services** – Eagle Creek can also provide full lifecycle support of your completed CRM installation. Services include continuous enhancement, installation of patches and upgrades, and monitoring and management of your hardware and software systems. Help desk support is also available for user problems and questions.

**Hosted CRM Solutions** – For the most comprehensive support and services, let Eagle Creek host your Oracle CRM implementation in our Dakotas project centers. Take advantage of the reliability and security made possible by deploying your applications and data in our state-of-the-art, staffed and managed IT facilities, with full backup and redundancy.

## Get Top ROI from Oracle CRM

Oracle CRM On Demand is a great choice for helping your business maximize the value of every sales lead and profit opportunity. Now choose Eagle Creek Software Services to help ensure that you receive the greatest possible value from your Oracle CRM On Demand investment. Our applications expertise, backed by our Gold-level partnership with Oracle, is your best guarantee of success with your new mission-critical CRM system.

Learn how Eagle Creek can help you achieve outstanding results, on time and with minimal expense. Visit us at [www.eaglecrk.com](http://www.eaglecrk.com) or call our national sales office at 877-258-5997.