CONTINUOUS ENHANCEMENT & SUPPORT SERVICES

eagle creek
software services

Support Tailored to Your Needs

Company Overview

Founded in 1999 – Eagle Creek provides IT Consulting in several core competencies:

- CRM - Salesforce, Siebel, Oracle CRM On-Demand, Oracle Sales Cloud & Marketo

- Business Intelligence (BI) – Birst, Cognos, Business Objects & OBIEE

- Application Development – Java, .NET & Drupal

Unparalleled Enterprise Depth - in implementation, integration, migration and IT support services across a range of industries.

Over 350 Consultants - based in our US Technology Centers and Onsite.

Over 4 million Consulting - hours delivered in 350+ Engagements.

16 Years Experience - of implementation & support for Cloud, Hosted and On-Premise systems.

Post-production - Maintenance, Support and Enhancement Services.

Services at a Glance

In addition to executing the initial implementation of software development, we find that Customers also face the challenge of determining how to support and advance the capabilities of the implementation, when constrained by budget, availability of qualified resources and consistency of services.

Eagle Creek is uniquely positioned to offer a comprehensive program of Continuous Enhancement & Support (CES) Services. Eagle Creek's CES Services include the following:

Application Support
- Incident Management
- Defect Management
- Service Request Resolutions

Application Enhancement
- Ad Hoc development
- Custom enhancements
- Data Loads

Help Desk Support
- User and Security Setup
- Trouble Shooting
- Workarounds
- Guided Solutions
- Ongoing Training

Application Maintenance
- Administration & Monitoring
- Code / Object Migrations
- Development of patches
- Performance assessments

Customized Support Services

Eliminate the day-to-day maintenance, monitoring, and management of your software applications so you can focus on your core business. We'll customize our support program to the way your business does business. Level 2 and Level 3 support from service desk inquiries, to defect resolution and fixes, to scheduled enhancements, all can be tailored into your current support program. Global 24×7 is available if you need it.
All of our support services are out of our US Technology Centers.

Eagle Creek will configure your production support based on:
- The service level your users require
- The capabilities of your internal staff
- Your roadmap for your software implementations.

US Onshoring - Onsite & U.S. Based Technology Center

Today's business challenge is determining how to advance the capabilities of a software implementation when constrained by budget, quality of people and consistency of services. There are limited options in solving this problem. There are the traditional onsite services, but it has the disadvantage of high cost. There are offshore services, and it has the disadvantages of distance, reliability of resources and difficulty of managing. And there is the internal staffing model, which for most companies is undesirable for multiple reasons.

Today there is a fourth alternative, US Onshoring, a unique onshore delivery model achieved 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, minimal risk alternative to riskier offshore or more costly onsite service models

For more information visit: www.eaglecrk.com

Why Choose Eagle Creek As Your Support Partner?

Eagle Creek provides high quality, cost-effective, support for software development. Successful support is a result of quality, experienced consultants in a dedicated environment providing effective Project Management, Business Analysis, Quality Assurance, & Training.

- **Large Staff**- Eagle Creek has one of the largest concentration of CRM, BI and Application Development consultants in North America
- **Dedicated Resources** - All Technology Center consultants are specialists. We do not staff generalists.
- **Experience** - Over 4 million hours of experience from production support, to upgrades, to new implementations, to managed services, to hosting.
- **Price** - Eagle Creek's Technology Centers are 50%+ lower than comparable onsite rates and can engage in a multi-year service level agreement with a guaranteed cost.
- **Flexibility** - 12x5 to 24x7 production support configured to your requirements. On demand flex project teams for peak needs
- **No Travel Expenses** - All our services are performed remotely via VPN.
- **Employee Retention** - Eagle Creek's Technology Centers averages 6% turnover per year. We retain your intellectual capital.
- **Proximity** - Eagle Creek's Technology Centers are not more than two time zones away from any North American location.
- **Easy Inspection** - You'll travel less than a half of day from anywhere in North America to inspect your project team.

About Eagle Creek Software Services

Eagle Creek Software Services provides consulting and technical expertise to the Enterprise, 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 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.