



## Industry: Insurance

### Customer Background

Independent Health provides insurance products and services that offer affordable access to quality health care. Independent health's comprehensive portfolio of product and service offerings include:

- HMO, POS, PPO, HAS – qualified consumer-directed plans, traditional group products
- Medicare Advantage
- Medical managed care plans
- Self-funded administration
- Reimbursement account services (flexible spending accounts, health reimbursement arrangements)

### Business Problem

The customer made a strategic decision to convert from Salesforce to using Siebel Sales in conjunction with Oracle Business Intelligence Enterprise Edition. The OBIEE Reporting part of the implementation will focus on:

- Improved insight into the customer base combining both Sales and Service reporting perspectives.
- Visibility into the opportunity pipeline across terms.
- Critical reports including custom Certification, UGERs (Underwriting Guidelines Exception Reporting) and Audit process reports.
- Providing summery dashboards integrated in the Siebel application.

#### Objective:

To implement Oracle OBIEE Sales Reporting

#### Technologies:

ORACLE®

OBIEE

BUSINESS  
INTELLIGENCE

DB2 UDB

SQL  
Database Language

## 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

Eagle Creek was tasked with implementing OBIEE 11g with the Sales Fusion analytics BI apps module, which reports on their Siebel Sales Insurance information. The customer had many requirements that require extending the out-of-box facts and dimensions, as well as creating customizations for new entities to support their certification, UGER and Audit process. The client's existing Informatica environment hosted the OBIEE Informatica Repository and Integration Services along with the DAC Services allowing significant hardware cost savings. The OBIEE 11g implementation enabled ad-hoc report creation, an interactive dashboard frame work, conditional report formatting, and improved run-time performance for large reports. Longer term, the frame work allows for scalability, web service integration, pixel perfect BIP reports, mobile reporting, and OBIEE scorecard functionality for Managing Business Objectives along with measurements of key performance indicators.

## Resources/Staffing

- 6 Months
- 1 Project Manager, 1 Architect, 1 Business Analyst, & 2 Developers
- Onsite plus Valley City Technology Center, ND

## Technologies Used

Frameworks/Platforms	Languages	Development Methodology
OBIEE11g, BI Apps, DB2 UDB	SQL	Waterfall for Management and Analysis and Agile for Development

## 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.

