

SALESFORCE SUPPORT FOR THE PUBLIC SECTOR



Proven Expertise with Call Center Service Applications

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 onsite service models.



Putting US in
Global Sourcing

Public Sector Experience

Eagle Creek understands that delivering IT Services in the Public Sector is not just about managing and delivering to the expectations of constituents...it's also about helping to establish and communicate the value of such services in realizing the opportunity provided by technology innovation. Public Sector CIO's are trying to re-align their range of technologies and services, driving innovation, building agile organizations while embracing Big Data, Social, and Mobile with a constant eye on the cloud and security.

"In an attempt to capture IT operational cost savings and better meet program mission objectives, local governments are looking at alternative IT sourcing strategies, funding models and innovative opportunities that use smaller budgets while at the same time address the business of government."

Gartner Market Trends: Strategic Opportunity in U.S. Local Government, 03 September 2013 - Analyst(s): Christine Arcaris | Rishi Sood

Eagle Creek's expertise and delivery model provide a robust partner for Public Sector CIO's looking to balance price, quality and risk in their adoption and sustenance of innovative technologies.

A Salesforce Cloud Alliance Partner

Eagle Creek has developed an approach to Salesforce implementations to ensure that not only are they implemented with a proper foundation, but that they are also designed with the future needs of the organization in mind. This approach allows our customers to optimize price and quality while mitigating risk, with a speed of implementation that allows companies to get a return on their software investment, drive change in the organization and achieve positive bottom line results without delay.



CLOUD ALLIANCE
PARTNER

Company Overview

Founded in 1999 - we provide IT Expertise in CRM, as well as BI and application Development:

- Salesforce CRM Services:
 - Strategy
 - Sales & Service Cloud Implementation
 - Custom Development
 - Data Migration
 - Integration
 - Support
- Business Intelligence (BI)
- Application Development

Over 350 Consultants - based in our US Technology Centers and onsite throughout the U.S.

Over 4 million Consulting hours delivered in 350+ engagements.

15 years' Experience – development, deployment & support in CRM, BI & App Dev in Cloud, Hosted and On-Premise systems.

Public Sector Clients Include:

- State of California
- State of Kansas
- State of Oregon
- Dept. of Homeland Security
- Government of Ontario
- Oak Ridge National Laboratory
- State of Arizona
- US Army
- University of Buffalo
- Arizona State University

Visit www.eaglecrk.com

Call Center & Service Experience

- Consolidation of disparate CRM and other systems to create unified instance across multiple entities and business units.
- Implementation of Mobile application development needs. Our development efforts can be optimized for iOS, Android and Microsoft devices.
- Development of social applications and other web site developments
- Implementation of standardized relationships, reporting and management best practices
- Integration of client support, CTI, case management, email, imaging and document management within CRM systems
- Creating a single view of the client through flexible reporting, dashboards and analytics
- Implementation of a Master Data Management and Data Governance process
- Consolidation of multiple Technology platforms for CRM, Telephony and Reporting to a variety of environments including Oracle, Linux and Microsoft.
- Implementation of call center functionality to provide customer service agents with single, consistent views across customer transaction, call and web activity—so agents see exactly what the customer sees and can more easily address inquiries.
- Implementation of workflow capabilities to route customer queries to the right business area, helping process more than 1 million calls each year and maintain higher than 90% customer satisfaction.
- Enabling authentication functionality so agents can send certain products or coupons based on their unique roles. In addition, we implemented sales force automation to identify and analyze customer concerns and determine if the company needed to develop marketing campaigns to address them.
- Updating customer data—including new contact information and product orders—directly into customer ERP system to ensure visibility & data accuracy

