SALESFORCE CRM SERVICES

Enterprise Level Services for the Best Results

Company Overview

- Founded in 1999, Eagle Creek Software Services provides consulting and technical expertise to the enterprise.

- We provide Consulting Services in the following areas:
  - CRM - Salesforce, Siebel, Oracle CRM On-Demand, & Oracle Sales Cloud
  - Application Development – Java, .NET & Drupal
  - Data Integration & Business Intelligence

- 350 + consultants, hundreds of major customers including Fortune 1500 and global companies

- Experience across a breadth of vertical markets and industries

- Our unique U.S. Onshoring delivery model allows customers to balance price, quality and risk in software development and support

Salesforce CRM Services

Eagle Creek has perfected the approach for Salesforce CRM implementations to ensure that not only are they built with a proper foundation, but that they are also implemented 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 get a return on the investment, drive change in the organization and achieve positive bottom line results as soon as possible.

Service offerings include:

Strategy

Our consultants work with customers in an initial Discovery Phase to, evaluate existing practices and systems, recommend courses of action, develop best practices, and determine which delivery option is best aligned and suited to organizational needs.

U.S. Onshoring - A Unique Delivery Model

Businesses are undergoing a digital transformation more revolutionary than the .com era. New technologies, applications and devices are being released to the market at an accelerated pace. The skills dilemma combined with budget constraints mean companies are being compelled to change their IT sourcing strategy. Internal hires and traditional onsite resources remain elusive and expensive. Offshore cannot provide the communication, responsiveness and speed in the new requirement of the Digital Enterprise.

Eagle Creek's U.S. Onshoring combines on site expertise with our offsite (but onshore) delivery platforms. Achieving this consistent and sustainable way to provision consulting capabilities, reduces our customers' backlogs and optimizes their IT budgets. This has meant investing in America; where Eagle Creek has become the leader in U.S. Onshoring.

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Sales & Service Cloud Implementation

We will setup, configure and customize Salesforce to support your business needs. Email templates, workflows and approval processes will be created for business process automation. We will create highly effective custom reports and dashboards to give you better insight into your business. Eagle Creek can also provide complex integrations, custom workflows and other advanced capabilities.

Custom Development

Often, custom development is required to realize the full potential of Salesforce. We have many years of experience developing custom features for standard Salesforce applications, including consolidation of multiple Salesforce instances and managing broader more complex CRM implementations.

Data Migration

We offer data migration services that include data extraction, cleansing, de-duplication, standardization and validation.

Integration

We will help you integrate Salesforce with your other front office application such as Marketing Automation Systems and Business Intelligence Systems, and with back office systems such as ERP applications, legacy systems and other administration systems.

Support Packages & Tiered Support Services

Ongoing maintenance and continued improvements are critical for the success of a Salesforce implementation, and Eagle Creek offers Salesforce Support Packages in three varieties so as to provide choice, flexibility and competitive pricing.

Advanced Enterprise Level Capabilities

We excel in advanced enterprise level CRM enablement. We are one of the largest US-based on shore service providers specializing in CRM consulting and services. We specialize in supporting today's progressive corporations with their most sophisticated projects.