

The Dakota Model: High quality, low risk and low cost of delivery.



If you want your next Oracle/Siebel CRM or Business Intelligence (BI) project to produce a maximum return on investment, consider this. You can go to all corners of the earth and not find a better, more cost-effective solution than Eagle Creek.

Our unique Dakota Model solves the challenge of delivering the highest quality services at a highly competitive price. We offer the only U.S.-based project centers 100% dedicated to Siebel Customer Relationship Management (CRM) and Business Intelligence (BI). Anchored in the Dakotas, our 300+ consultants apply their world-class expertise to some of the most demanding projects ever undertaken by Fortune 1500 companies.

The results? Outstanding value and client satisfaction. Here are some of the many ways we achieve this success:

Exceptional cost effectiveness. Eagle Creek consistently delivers successful outcomes for up to half the cost that other providers estimate — and for 50% less than onsite services.

A high-quality, customer-centric model. Using Oracle/Siebel best practices, we adapt to your methodology and needs — keeping your IT and end-user requirements a top priority.

Effective risk mitigation. Low offshore prices are rife with risk. By staying onshore, you'll realize superior outcomes and a smoother process — without spending more.

A deep and experienced resource pool. We attract and retain the best Siebel CRM and BI specialists in the industry, averaging 5+ years of experience.

Proximity — an absolute must. CRM and BI projects require a firm grasp of client needs and close collaboration that can only be achieved via project intimacy. We're less than a half day's travel from any U.S. location.

Reliable continuity. Our project centers average just 6% turnover per year. So we consistently retain your knowledge capital and shield your project from harmful churn.

Flexible connectivity. Whether you prefer VPN, replication or a host connection, we can supply the option that best suits your operations.

Security. We conform to your policies and practices, both internal and Sarbanes-Oxley compliant.

The Dakota Model At A Glance

- Largest dedicated Siebel service organization in North America
- 100% focused on Siebel CRM and BI
- 50% savings over traditional onsite consulting
- Lower risk at a cost competitive with offshore
- 300+ consultants averaging 5+ years of Siebel/Oracle experience
- Upgrades, new implementations, managed services and support
- Proven success since 2006
- Within 2 time zones of any U.S. location
- Vertical Market expertise including: Life Sciences, Financial Services, Consumer Goods, Technology, Insurance, Hospitality, Travel, Automotive, Energy Communications, Manufacturing and Public Sector

Our Business Model: Superior projects assured here.

Eagle Creek was founded in 1999, but it builds on 30 years of management experience with offshore integration. Bringing overseas cost efficiencies onshore — without the risk — our Dakota Model offers you:

- Easily accessible locations with a low cost of business
- Resource pools of highly educated, highly qualified employees
- Low turnover ensuring project continuity and low risk
- Three options to best fulfill your needs: U.S.-based Project Centers, onsite consultants, and offshore development when it makes the most sense

Benefit from the services that leading companies prefer.

Our track record includes lessons learned from the industry's most demanding projects. Each new engagement applies and adds to this intelligence. Reaping those rewards are some of the world's leading organizations, in industries that include a broad range of vertical markets.

Fortune 1000 Multinational Confectionary Company — Successful upgrade, major enhancements and complete offsite testing of eConsumer Goods application highly integrated with other enterprise systems.

Fortune 500 Aerospace Manufacturer — Creation of architecture and custom Siebel Analytics dashboards that combine diverse enterprise data for improved planning, engineering, production and customer service.

Fortune 1500 Insurance Company — Massive, complex Siebel upgrade of Siebel Financials 6.2 to 7.8 providing critical integration of multiple acquired companies.

Fortune 500 Global Defense Company — Siebel Field Service and eService implementation combining onsite and Dakota Project Center resources for design and configuration of world-class solution.

World Leader in Contract Research for Bio/Pharma/Healthcare —

Implementation of Siebel Clinical Trial Management System (CTMS) providing one source of global clinical tracking data across 58 different business processes with links to 30+ internal systems.

Ensure the success of your next project. Contact Eagle Creek today.

In a transient service industry, Eagle Creek is one of the most financially successful and stable CRM/BI service companies in the U.S. Trust your outcomes to a proven company with solid credentials.

Eagle Creek has served more than 300 Fortune 1500 organizations.

3M Corporation
ADP
ADT
American Express
Amway
Aventis Pharmaceutical
Bank of Montreal
Cadbury Schweppes
Cardinal Health
Emerson
Farmers Insurance
General Electric
IBM
Independent Health
John Hancock
Motorola
Nokia
One Call Medical
OnStar
Oppenheimer
Pfizer Adams
Pharmacia
Service Master
Staples
ThyssenKrupp
Quintiles
WebMD
WellPoint
Wyeth Pharmaceutical
Xerox

See more at
www.eaglecrk.com/clients



Learn how we can help you achieve outstanding results on time with minimal expense. Visit us at www.eaglecrk.com or call our national sales office at 704.602.3050.