



Health Science Experience

Services: Siebel, CRM On Demand and BI/DW

Experience: 300 Engagements

Size: 300 Consultants

1. Overview

Eagle Creek was founded in 1999 and has operated since its inception with a single mission – provide the highest quality yet most cost effective Siebel CRM, CRM On Demand and BI/DW services to Fortune 1500 companies. Our growth and success is a direct result of that unrelenting focus.

2. Credentials

- 2010 Oracle National Accounts Eastern Region Partner of the Year.
- 300 Engagements with Siebel CRM, CRM OD and OBIEE
- 2.5 million hours of engaged services in Siebel CRM, CRM OD and OBIEE
- At nearly 300 consultants and growing, we are the largest dedicated service organization for Oracle/Siebel and BI
- 11+ years of financial and operational success

3. Unique Model

Eagle Creek has taken remote delivery to the next evolutionary step – US-based Project Centers

- U.S. based Project Centers 100% dedicated to CRM OD, Siebel CRM and BI
- 300 Project Center consultants focused on CRM OD, Siebel CRM and BI
- Largest concentration of CRM and BI consultants in North America
- 60%+ cost savings over traditional onsite consulting
- Experience with new implementations, development, upgrades, support, enhancements, testing services, managed services and hosting

4. Health Science Experience

Eagle Creek has been engaged in some of the industry's largest Siebel/BI implementations, including several in the Health Science market. Our client experience includes:

Clinical Research Organizations

- Quintiles – CTMS implementation

Pharmaceutical

- EMD Serono – Personalized Content Delivery (PCD), Siebel Upgrade, OBIEE
- Novartis (Chiron, CIBA Vision) – Siebel Upgrade, Misc. Siebel, Service Analytics
- Novo Nordisk – Misc. Siebel
- Biogen – Siebel Upgrade Assessment & Performance Enhancements
- AstraZeneca – Misc. Siebel
- Gilead – Misc. Siebel
- Sanofi-Aventis – Misc. Siebel
- Pharmacia – Misc. Siebel
- Pfizer-Adams – Misc. Siebel
- Elan – Misc. Siebel
- Janssen – Misc. Siebel
- Merck – Misc. Siebel

Medical Devices

- CardioNet – CRM On Demand Web Services Integration
- One Call Medical – Misc. Siebel
- Dade Behring – Business Intelligence Analysis

Healthcare

- WellPoint – Multiple Data Warehousing projects
- United Healthcare – Multiple Data Warehousing projects, Sales Analytics
- Independent Health – Multiple Data Warehousing projects
- Dean Healthcare – Multiple Data Warehousing projects
- American Cancer Society – Event Management, Call Center, Siebel Upgrade
- American Red Cross – Multiple Siebel engagements

5. Why Eagle Creek?

Eagle Creek has long been known as the “Navy Seals” of Siebel, CRM OnDemand and associated BI implementations. Our track record for successful implementations over the last 11 years is unmatched. Eagle Creek helps clients reduce costs and risk while further improving the user experience. Our focused approach assures our clients get consultants with a depth of experience that multiple-solution service companies just can't provide. Our skilled professionals deliver the highest quality services for the least possible cost — and we guarantee it.