A message from
Ken Behrendt
President & CEO
Eagle Creek Software Services

What's It Like To Be An Eagle Creek Customer?

Today, Eagle Creek is 300 consultants with an objective of getting to 1,000 consultants. We support a finite set of technologies each delivered through a services model that is uniquely positioned. Every day we understand that we have to make a positive difference in our customer's lives.

We measure this difference through a standard of quality, the ability to mitigate risk, delivered at a price that is more effective than offshore, and substantially lower in cost when compared to onsite consulting. Compare this to our competitors who have 100,000 employees, sell an offshore model, and deliver to a customer who is weary of the consistent lack of quality associated with increasing problems and issues that are halfway around the world.

Our customers understand we are extremely knowledgeable and empathetic to this situation and offer an alternative solution that meets their demands.

We do not approach our industry as the David versus Goliath, or the American versus the non-American, or the good versus the not-so-good. We're a believer in a Global Delivery Model, where we encourage our customers to exploit all available options including, the staffing of employees and the utilization of staff augmentation with offshore as well as onshore companies like Eagle Creek. We understand each customer will find its own equilibrium based on current capabilities, corporate directives and past investments made. Notwithstanding, it's our goal to out-deliver any alternative to Eagle Creek.

Eagle Creek customers understand we are a technology centric company focused on front office applications and systems. This means as your business continues to get closer to its customer, be it B2B or B2C, or strives to internally improve and gain efficiencies generally resulting in the deployment of new technologies, it is highly probable Eagle Creek can implement and support these additional technologies.

Eagle Creek has evolved from being a dedicated Siebel services company to an agnostic front office company that implements market leading products such as Siebel and Salesforce, supports many forms of business intelligence, develops web based and mobile applications with Java and .Net toolsets, implements products such as Marketo and Drupal, as well as supporting various integration and testing tools. Our fourteen year evolvement in technologies is a result of our relationship with our customers and their evolution in the front office systems arena.

An Eagle Creek customer recognizes we don't sell technology with a bias, and we don't tout a methodology that is quicker, cheaper, faster and better when compared to other service companies. An Eagle Creek customer recognizes we are pragmatic in our approach to technology – it serves a business purpose where success is measured in increased revenue or a decrease in cost, all measured through an ROI. Companies have spent millions on technology strategies and the issue today is speed-to-market, while managing risk, and delivering the highest quality result – often with limited or zero defects. An Eagle Creek customer recognizes these goals can be achieved primarily through our U.S. based project centers located in North and South Dakota.

In an impersonal and too often trivialized industry, Eagle Creek wants to know you, and we want you to know us. This is why we invite customers to visit our facilities in North and South Dakota. We want you to understand how we built our onshoring model and why we partner with communities, states and their university systems. We will facilitate meetings with city and state officials who support Eagle Creek including mayors, governors, governor's staff, presidents of universities and its staff, as well as U.S. senators and congressmen. We invite our customers to seasonal pheasant hunts, buffalo round-ups, and summer solstice parties, where much of the community attends. We're a believer that technology problems are inevitable and the best way to solve these problems is through a growing, personal relationship that involves transparency and understanding of our business model's capabilities.

It will be apparent that Eagle Creek is a prideful company. When Wall Street declared the U.S. services industry should move offshore, we decided to build project centers in the heartland of this country. When pundits were declaring this country was deficient in delivering high quality technology services, we were delivering the most sophisticated CRM solutions in the world from a small community in North Dakota. When the President declared there was a STEM shortage (college graduates with Science, Technology, Engineering and Mathematics degrees), we were already working with the university system to produce STEM graduates as well as train non-STEM graduates. We are proud of the fact that we have and will continue to be the market leader for U.S. based onshoring. But, we are humble enough to understand this pride is a result of our relationship with our customers and the continuous support of the communities, states and universities with whom we partner.

Eagle Creek has been in business fourteen years and has been through two major recessions. While most competitor service companies have either gone out of business or flip-flopped to the latest fad in technology or service delivery model, Eagle Creek has continuously worked a plan that is in the best, long-term interest of its customer. This plan is based on operational viability, predictable service quality, continuous evolving with a focus, and understanding that the cost of technology services is and always will be an issue to every company.

What is it like being an Eagle Creek customer?
- "They're a company built on relationships."
- "They have a unique business model and are ahead of the curve for the tech services industry."
- "They do what they say they're going to do."
- "They'll go beyond the agreement."
- "We're going to expand our relationship with Eagle Creek."

It is knowing that while in Eagle Creek's technology domain, you will consistently receive high quality services, where risk is managed and at a cost you need and expect.

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