

# HEALTH CARE & HEALTH SCIENCES EXPERTISE



## Proven Experience with Health Care & Health Sciences Customers

Hospital  
Pharmacist  
Nurse  
Dentist  
First Aid  
Surgeon

### Company Overview

- Founded in 1999, Eagle Creek Software Services provides consulting and technical expertise to the enterprise.
- 350 + consultants, hundreds of major customers including Fortune 1500 and global companies
- Experience across a breadth of vertical markets and industries

### Health Care & Health Sciences Clients Include:

- American Cancer Society
- American Diabetes Association
- American Heart Association
- American Red Cross
- Anthem
- Blue Cross Blue Shield
- CVS Health
- Dean Health Care
- Independent Health
- Noridian
- Remedi Senior Care
- UCare

### Health Care & Health Sciences Experience

Eagle Creek understands that delivering IT Services to the Health Care and Health Sciences 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. Health Care and Health Sciences CIO's are trying to re-align their range of technologies and services, drive innovation, build agile organizations while embracing Big Data, Social, and Mobile with a constant eye on the cloud and security.

Succeeding in Digital Transformation is about technology and expertise. Developing in house applications, deploying purchased applications, integrating and supporting them requires a balance of in house and partner resources.

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

### Consulting Services

#### ■ CRM

Eagle Creek maintains the largest (and growing) pool of onshore CRM expertise, and our focus is Salesforce and the Oracle product suite including Siebel and Sales Cloud.

#### ■ Application Development

Our consultants are accomplished in Java, .NET, and other technologies. We are proficient in Agile development and experienced in web services, and mobile applications.

#### ■ Data Integration and Business Intelligence

Eagle Creek offers a broad spectrum of data integration and business intelligence capabilities.

## 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.



For more information visit:  
[www.eaglecrk.com](http://www.eaglecrk.com)

## Some Customer Stories



EMD Serono needed to improve the experience of internal and external constituents, while using a broad range of technologies spanning the business. Eagle Creek completed projects across Call Center, Sales, Custom Data Warehouse, Helpdesk Support & Application Administration, CRM Deployment & Mobile Application Development & Deployment. Combined environment of cloud and on premise technologies including Oracle, Salesforce and Veeva.



Anthem needed to better manage system change requests, develop an application to automate the pharmacy margin process, and provide Informatica support and expertise. Eagle Creek reconciled and combined data into an analytical database using Informatica and Teradata. We developed a Web App with a user differentiated UI that provisioned the look and functionality based on the user type. Eagle Creek also provided 24x7x365 support for the Informatica environment. Technologies included Informatica, .NET, Windows, Teradata, UNIX and SQL.



Quintiles required a library of high quality Clinical Trial Management data, to ensure trials were conducted to the highest level of excellence, data quality and patient safety. Eagle Creek deployed and supported a best in class CTMS covering 58 different business process areas linking to 30 corporate systems across the globe. The major technology was the Oracle stack including Siebel. SDLC practices were provisioned and adapted into an enterprise Agile Development process.



Independent Health used various CRM and BI technologies to improve sales and service insight & reporting, forecasting, underwriting and audit process management. Eagle Creek provided deep customization and integration for cloud and on premise CRM deployments, developed dashboards and mobile enablement. Technologies included Oracle CRM, Siebel, OBIEE, Informatica, & Salesforce and combined customer's traditional Waterfall approach with enterprise Agile.

