Industry: Real Estate Services

Customer Background
Stewart is a leading provider of real estate services, including global, residential, and commercial title insurance, escrow and settlement services, lender services, underwriting, specialty insurance, and other solutions that facilitate successful real estate transactions. The company offers personalized service, industry expertise, and customized solutions for virtually any type of real estate transaction, direct operations, network of approved agencies, and other companies within the enterprise. Through a focus on integrity, smart growth and conservative management, the company remains committed to serving customers, innovating, and improving to meet their needs in an ever-changing market.

Business Problem
The customer made a strategic decision to implement Siebel to handle their business transactions with their clients. This implementation provided improvements such as:

- Provide immediate price quotes and accurate billing of their customers.
- Efficiently handle the numerous transactions with their customers.
- Create a system of record for all of the documentation required.
- Provide a streamlined process of obtaining underwriting approval.

Solution
Eagle Creek delivered a customized solution leveraging the Financials vertical and the eChannel application. In addition, with Siebel version 8.1.1.9, the solution takes advantage of Open UI in order that the users won’t have any browser constraints. Since this was an initial implementation, everything had to be built from ground up.

The biggest drivers in the implementation were to standardize the transactions with pricing and have the ability to produce documentation reflecting said transactions at any
Eagle Creek at a Glance

- 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.
- Services focus
  - CRM
  - Business Intelligence
  - Application Development
- Eagle Creek employs a unique onshore delivery that allows our customers a high quality, low cost, nominal risk alternative to offshore or costly traditional third party development.

CUSTOMER SUCCESS STORY | SIEBEL CRM

point in time, current or future. This is to reduce the liability the customer has, while maintaining accurate and fair pricing for their services. A major complexity that the team overcame is that the customer does business in all 50 states. Each state has their own rules, regulations, and processes for pricing and legalities. For the pricing, the team leveraged the existing implementation of OPA, to which Siebel was integrated to pass along the info needed to accurately calculate all pricing. Siebel was also integrated with BIP. BIP handles all of the document generation requirements, which also include conditional scenarios.

Resources/Staffing

- A team of varying skills and competencies including Architects, Tech Leads, Business Analyst Leads, Business Analysts, and Developers
- Resources located both Onsite, and at one of Eagle Creek’s Technology Centers - in Valley City ND

Technologies

<table>
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<tr>
<th>Frameworks/Platforms</th>
<th>Languages</th>
<th>Development Methodology</th>
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<tr>
<td>MS SQL Server, SSIS, OPA, BIP</td>
<td>JavaScript, SQL</td>
<td>Agile</td>
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About Eagle Creek Software Services

Eagle Creek Software Services provides consulting and technical expertise to the Enterprise. The firm focuses on CRM, Information Management (BI) and Applications Development, helping clients increase quality and efficiencies while managing price and risk in software development, deployment, & support.

With over 350 consultants, Eagle Creek Software Services is the largest U.S. based onshore software services company. Eagle Creek is uniquely positioned by combining on site expertise with U.S.-based Technology Centers. The onshore delivery model allows Eagle Creek to achieve consistency, scalability and sustainability in the provisioning of technical and consulting capabilities.

Eagle Creek has expertise in a multitude of industries, and has the experience and know-how to implement, upgrade and maintain enterprise-grade front office technologies, applications and platforms.