

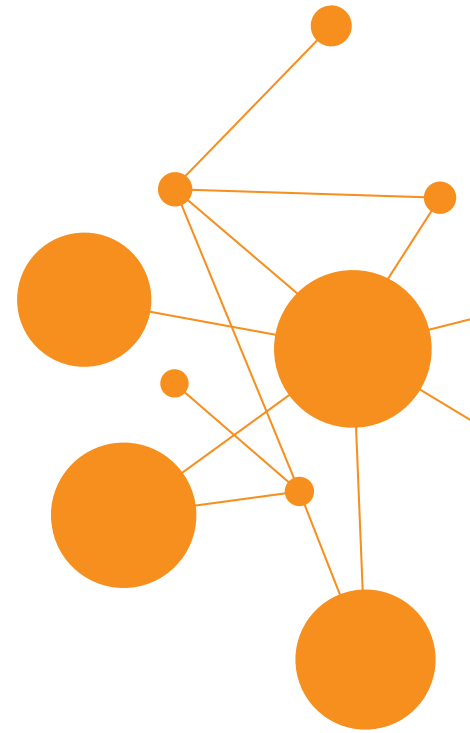
LET'S ELEVATE CUSTOMER EXPERIENCE TOGETHER.

PERFORMANCE BASED CONVERSATIONS GET TO THE RIGHT ANSWER, RIGHT AWAY.

Enterprise Wide Transformation

As the channels that customers choose to interact with you increase, and the technology solutions available to you to handle those interactions become more complex, the decisions that you need to make to gain customer loyalty, to satisfy your business partners and to mitigate costs become increasingly challenging.

We partner with organizations to develop a strategic vision that transforms customer experience processes to create meaningful connections between organizations and their customers.



STEP 1

Strategic Assessment Kick Off

We build our project foundation around you. Our initial meetings help us gain a complete picture of your business, enabling our CX consultants to tailor an assessment to your unique needs.

STEP 4

Strategic CX Recommendation

Our recommendation, based on our proven experience and industry best practices, will prioritize several business challenges affecting your CX. Using a cost/benefit analysis and ROI calculation, we'll provide solutions that transform the way you engage your customers. These actionable solutions serve as the foundation for your strategic road trip.

STEP 2

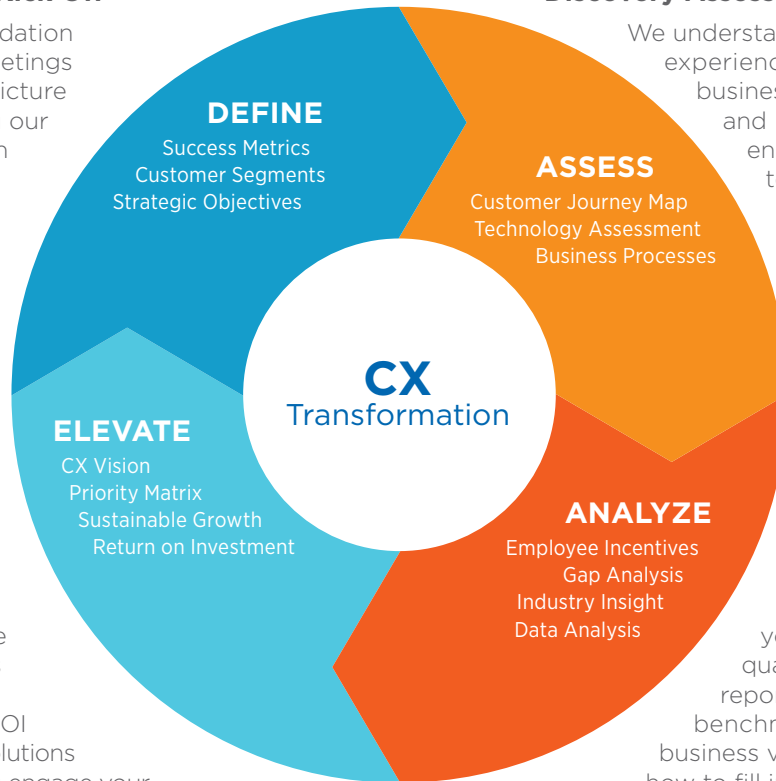
Discovery Assessment Interviews

We understand the 360° view of customer experience processes. We meet with business operations, marketing, sales and IT stakeholders, front and back end customer experience agents, technical staff and customers to gain a deep understanding of what is working and where your pain points are throughout the customer life cycle.

STEP 3

Data & Performance Gap Analysis

We identify gaps in your CX solution through a qualitative analysis of everyone who touches your CX process, married with quantitative data from technology reporting and competitive industry benchmarks. We look at your CX business vision and help you determine how to fill in the gaps to make your vision a reality.



LET'S START A JOURNEY THAT ENDS IN SUCCESS.

We partner with you to bring your CX business vision to life. Our strategic assessment helps you gain a 360° understanding of your current customer experience.

Through research and a deep analysis of your CX ecosystem, we identify gaps and initiatives that will innovate and differentiate the way you engage your customers. Each initiative is prioritized based on your organization's strategic plan and includes an ROI and cost benefit analysis tied to your unique business drivers. Our success is tied to yours, so our goals aren't met until yours are.

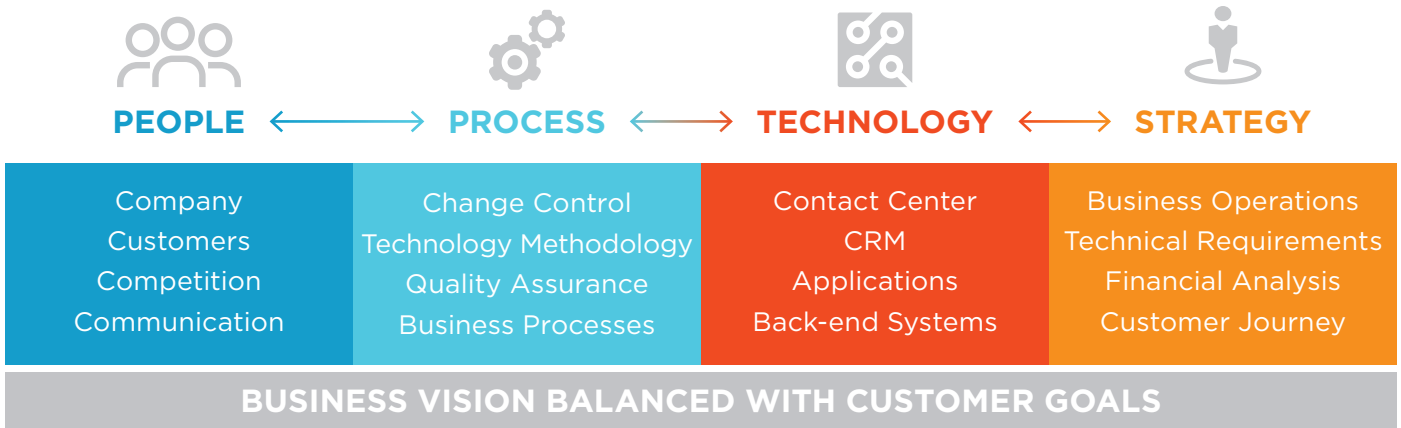


Figure 1. PTP CX Consulting. Successful CX assessments bring together stakeholders, process, technology and strategy as the foundation of a comprehensive customer experience strategy.

BECAUSE WE ARE INVESTED IN YOUR CX SUCCESS WE...

- Bring over 15 years of operational, strategic and technical expertise
- Are technology agnostic to provide unique, nimble solutions
- Drive thought leadership in CX
- Tie our success to yours
- Leverage our deep, diverse CX across industries
- Partner with Gartner Magic Quadrant leading technology providers
- Drive omni-channel engagement
- Exceed expectations 100% of the time – just ask PayPal, Toyota Financial Services, America First Credit Union, Blue Shield of California, CA Franchise Tax Board to name a few

MAKE SURE YOUR CX SOLUTION GETS FUNDED

- Implement the right solution with an upfront strategic assessment that will uncover the actual gaps in your current CX ecosystem
- Make educated decisions based on a prioritized CX recommendation, backed by data and tied to your organization's CX vision
- Leverage cost/benefit analysis and projected ROI to understand how your CX transformation will empower your business