YOUR START TO FINISH CX PARTNER

Because actual experienced help is **too** difficult to find.

OUR PROCESS

01 **ASSESS**
Identify areas of opportunity via our unique approach

02 **DESIGN**
Create custom solutions to fit your organization

03 **EXECUTE**
Deploy cross functional teams including Leadership, IT, Ops and HR or Finance

04 **OPTIMIZE**
Work alongside as your implementation team to ensure success

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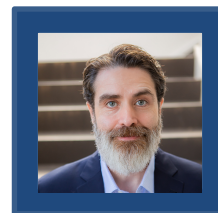✉️ hey@scoreboardgroup.com

in @scoreboardgroup

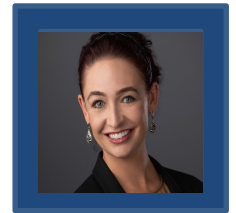## EXECUTIVE ADVISORS WITH PROJECT SUPPORT RESOURCES

Josh

CX, Contact Center, Strategy, Procurement, Outsourcing

Jeremy

Architecture, Implementation, Global Managed Services

Alex

Transformation, Operations, Scalability, Gap Assessment

SAMPLE CLIENTS

McDonald's · BlueCross BlueShield · F45 · hulu · Stanford HEALTH CARE · AAA

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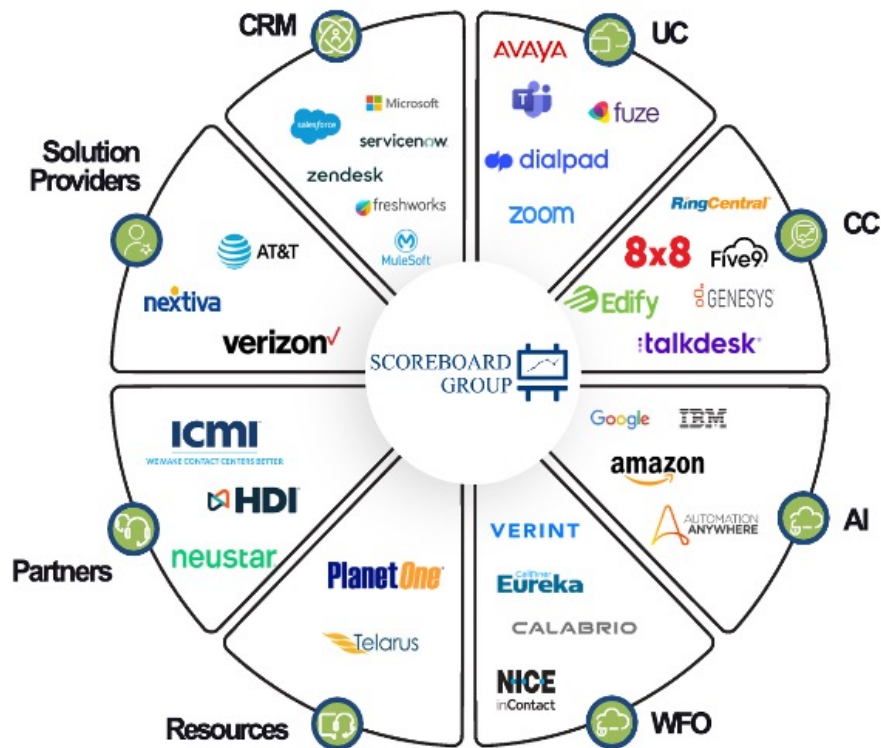
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MAKE SURE YOUR TECHNICAL ADVISORS ARE ACTUALLY TECHNICAL…

** Not an all-inclusive listing of our partners. We provide unbiased guidance to right fit solutions. Listed and not listed via this image. We are not a brokerage.

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Because technology implementation is **too complex** to be transactional.

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TYPICAL ENGAGEMENTS

1. Discover/Assess	2. Design/Engineer
Contact Center & Operations Scalability or Modernization	Artificial Intelligence & Automation Strategy
Technology Health Check & Report	System Architecture & Stack Design
Customer & Employee Collaboration Strategy	Performance Improvement Advisory (Sales, Service & Leadership)
I.T. Help Desk or Operational Maturity Assessment	Customer & Employee Experience Roadmaps

3. Implement/Execute	4. Manage/Optimize
Enterprise Enablement & System Procurement	Cloud Managed Services & Support
Project Leadership & Temporary Resources	Reporting, Analytics & Benchmarks
Implementation Leader or Partner	Continuous Improvement & Best Practice Identification
Complex Problem Solving via SME's	Rescue or Replace Systems

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