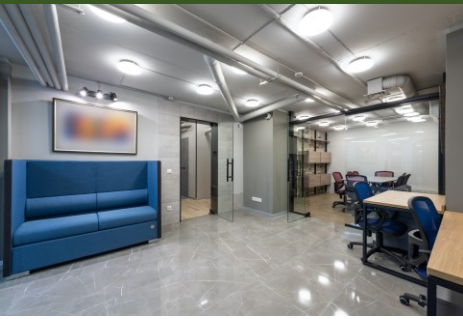
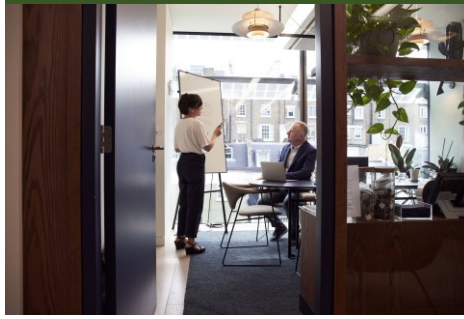


**WE WANT AN OFFICE OF THE CUSTOMER**



**OFFICE OF THE CUSTOMER PACKAGE**

**WE WANT HELP "DOING CX"**



**FRACTIONAL CHIEF CUSTOMER OFFICER**

**WE WANT PROJECT CONSULTATION**



**A LA CARTE**

**WHAT YOU GET**

**As a deliverable, a fully staffed and functional Office of the Customer and recruitment and placement of your "Forever CCO"**

**Adjunct leadership and oversight of programming for Insights, PE, and CX Culture**

**Training, workshops, PM, assessments, VoC/PE/Culture projects**

**WHAT Z BRINGS**

**Oversee staffing / hiring / chartering / execution of Office of the Customer and installment of fulltime Chief Customer Officer**

**Sits as ELT member, overseeing Chief Customer Officer functions (Insights/CX/CX Culture) on a predetermined parttime basis**

**Facilitation, PM, audits, assessments, mentoring, speaking...**

**HOW BILLING WORKS**

**Initial assessment charge and  
Fortnightly for length of contract**

**Percentage of full-time for length of contract**

**Per engagement / project / event**

**TYPICAL ENGAGEMENT LENGTH**

**Typically 2 – to – 3 quarters**

**As long as we'd like (monthly or quarterly contract)**

**Varies: Hourly to project**