

We are

CXCONSULTANTS

CX STRATEGY

No one is more important to your business than your customers. We help you to put them first and support you in the delivery of the best customer experience while saving you time and money.

Having a robust customer experience strategy in place is central to whether your customer does business with you again.

It also affects how long you will need to spend dealing with unhappy customers.

We can help you with every stage of the process, from customer journey mapping and analysis through to CRM system requirements gathering, selection, configuration, implementation and ongoing technical support. If you want someone who understands what is needed and can translate between you, your operational and technical teams, then we can help

We understand that every business is different, so if you want to remain hands-on, or leave it to us, we're ready to work in a way that suits you best.

Want to know more? Just get in touch

**Where Experience
Meets Expertise.**

Contact Us: www.cx-consultants.com
t: 0333 772 2345

Experienced in:

CX Strategy | **CX Systems** | **CX Services**

We are

CXCONSULTANTS

CX SYSTEMS

Looking to implement, enhance or develop your CRM systems? We can support you through your CX journey and ensure that your system is designed and built to work for you.

We have first-hand experience of configuration, implementation and management of CRM, ticketing, customer experience and case management systems across a range of Gartner Quadrants including Oracle, Salesforce and HubSpot in addition to sales, marketing and email platforms.

Our team's background covers a range of industries which gives us the understanding and know-how to review and configure your CRM system to do exactly what you need without the fuss.

You can rely on us to provide you with a system that's designed and built to work for you.

Want to know more? Just get in touch

**Where Experience
Meets Expertise.**

Contact Us: [www: cx-consultants.com](http://www.cx-consultants.com)
t: 0333 772 2345

Experienced in:

CX Strategy | **CX Systems** | **CX Services**

We are

CXCONSULTANTS

CX SERVICES

Sometimes you need an extra pair of hands. If you need to boost your team with expert industry and system knowledge, we can help.

We can work as part of your team and enhance your know-how around configuration, implementation and customisation or just be an extra developer when the backlog gets too much.

It is not enough to manage & deliver technology implementation; we recognise that a service focused on a number of principles, namely low cost, high quality, short SLAs and a flexible payment model, is the only way to deliver an exceptional experience to our customers.

If you're already using a system and just need some support in implementing new developments and configurations, then CX Services is right for you.

Want to know more? Just get in touch

**Where Experience
Meets Expertise.**

Contact Us: www.cx-consultants.com
t: 0333 772 2345

Experienced in:

CX Strategy

CX Systems

CX Services

We are

CXCONSULTANTS

ABOUT US

At CX Consultants we believe in creating an exceptional customer experience, not only in the solutions we deliver, but also in our own customer relationships.

Our team at CX Consultants has over 20 years of experience working both client and vendor side within the specialist area of customer experience and CRM solutions. This has given us a unique understanding of both sides of the situation and a clear insight into the customer experience challenges you and your customers face today.

Our Director, Chris Merricks, was a Head of Contact Centre before joining Oracle as a Customer Success Manager where he supported numerous clients with their CRM system delivery and maintenance.

Nathalie Shawcross is our Head of Service Delivery and has over 15 years of experience creating and developing CRM systems, both client and agency side.

Chris and Nathalie are supported by our experienced team who have the broad experience and commercial expertise to align your business objectives with processes and technology to help you build, sustain and modernise your customer experience.

So whether you're looking for an "off the shelf" solution or customer technology, we will provide impartial and expert advice to help support you in your CX and CRM transformations.

Want to know more? Just get in touch

**Where Experience
Meets Expertise.**

Contact Us: www.cx-consultants.com
t: 0333 772 2345

Experienced in:

CX Strategy

CX Systems

CX Services