



# CXi Business Consulting

Drive business results with holistic transformation

- > Learn more
- > Talk to a specialist  
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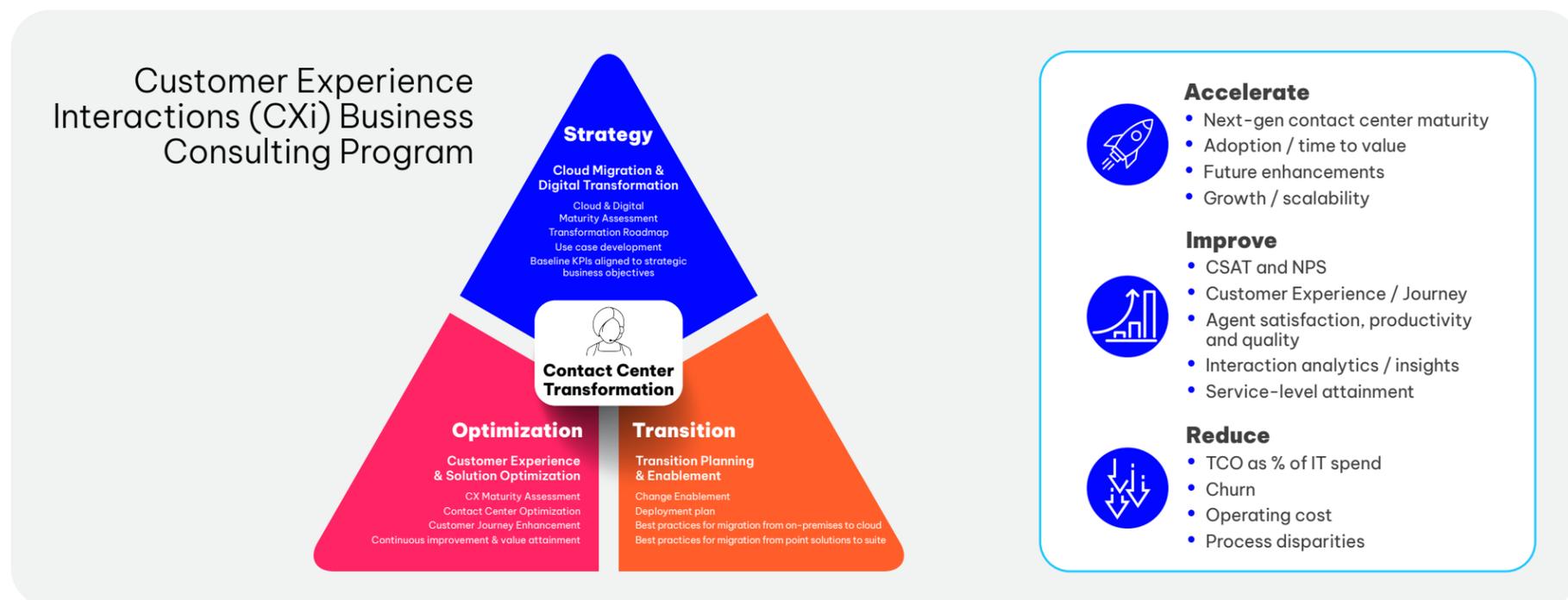
**NICE CXone Customer Experience Interactions (CXi) Business Consulting is a holistic transformational program of strategic advisory services designed to shepherd organizations through digital and customer experience (CX) transformation and enable businesses to optimize their contact center operations, customer experience, and employee engagement.**

With CXi Business Consulting services, we provide businesses with thought leadership, consultative subject matter expertise and trusted advice focused on overall business transformation—not just siloed operational improvement. We offer a selection of engagement packages to help organizations mitigate risks and potential obstacles associated with key transformation initiatives, including:

**Strategic Advisory** consulting services for cloud migration and digital transformation

**Transformation** consulting services for comprehensive transition and change enablement

**Optimization** consulting services for continuous improvement, customer experience, employee engagement, and ongoing innovation



- 
**Accelerate**
  - Next-gen contact center maturity
  - Adoption / time to value
  - Future enhancements
  - Growth / scalability
- 
**Improve**
  - CSAT and NPS
  - Customer Experience / Journey
  - Agent satisfaction, productivity and quality
  - Interaction analytics / insights
  - Service-level attainment
- 
**Reduce**
  - TCO as % of IT spend
  - Churn
  - Operating cost
  - Process disparities

### KEY FEATURES

- Transformation and change management strategy
- Cloud migration strategy
- Business processes management
- Sustained performance improvements
- Bottom-line impact of transformation

### UNIQUE CAPABILITIES & EXPERIENCE

- 1,900+ successful migrations from Avaya, Cisco, Genesys, Verint and other platforms
- Expertise with planning and execution of competitor-specific transformation elements
- Migration kits for mapping system terminology, agent states (terminology and metrics), contact routing (terminology, methods and combinations), reports, KPIs
- Robust Change Management methodology focused on cloud and digital impacts, helping our customers and their employees successfully transform

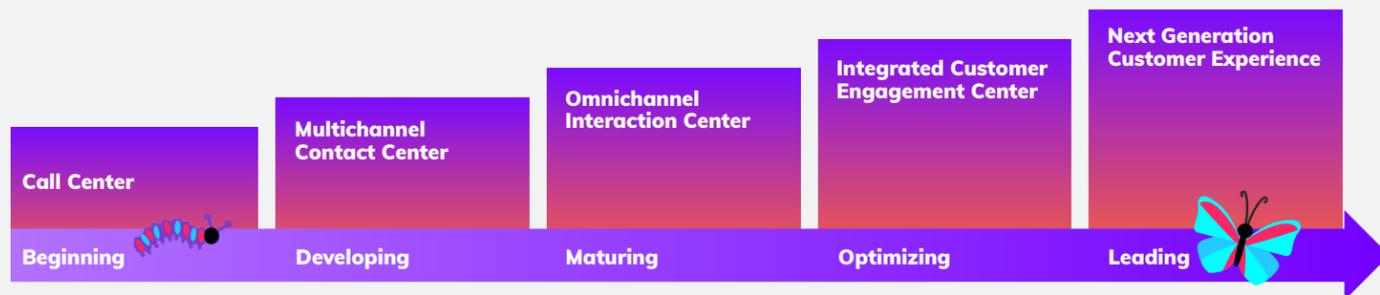
## NICE CXONE CXI BUSINESS CONSULTING PACKAGES

## About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.

### Contact Center Transformation

**“When digital transformation is done right, it's like a caterpillar turning into a butterfly, but when done wrong, all you have is a really fast caterpillar.”** —George Westerman\*



Westerman, George, et al. *Leading Digital: Turning Technology into Business Transformation*. Harvard Review Press, 2019.

### STRATEGIC ADVISORY

#### Cloud Migration & Digital Transformation Planning

- Establish trusted advisor relationship
- Gain deep understanding of customer needs and migration objectives
- Align customer goals and priorities
- Develop high level roadmap, cloud migration and transformation milestones and success criteria
- Establish KPIs for benchmarking and tracking
- Migration kits with mapping for system terminology, agent states, routing, reports, and KPIs

### TRANSFORMATION

#### Comprehensive Transition Planning & Change Enablement

- Drive successful transformation through comprehensive change management strategy and implementation including
- **People:** WFO, performance management, engagement
- **Process:** end to end integration, contact flows, procedures
- **Technology:** Premise to cloud, point solution to suite, and more contact center application focus
- **Organization:** Governance, oversight, operating model, COE
- **Environment:** Work from anywhere protocols, flexible work arrangements, agility

### OPTIMIZATION

#### Continuous Customer & Employee Experiences Improvement & Innovation

- Drive ongoing digital transformation and innovation of the contact center
- Monitor KPIs and course correct as needed
- Refine governance, metrics, and reporting for continuous improvement
- Advise on design and implementation of customer experience program
- Shift from tactical tools and data focus to holistic customer experience program focus

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