



CX Delivery & Execution Partner

Extend Your Firm's CX Capabilities Without Adding Headcount



The Challenge

Consulting firms play a critical role in helping clients shape their customer experience strategies. When it comes time to execute within contact centers and service operations, firms may need added depth to ensure success. Without direct experience leading these functions, firms risk losing momentum or missing opportunities to deliver measurable results.

The Solution

The PodiumCX Delivery and Execution Partner service provides embedded support to help consulting firms pursue, shape, and deliver complex CX, contact center, and service operations work. Backed by executive leadership, management consulting, and CX technology experience, PodiumCX accelerates delivery, strengthens client trust, and expands your ability to deliver value. This gives your team deep, practical expertise without adding permanent headcount.

Who it's For

- Practice leaders responsible for CX, service, or operations consulting.
- Engagement managers shaping or delivering CX-related projects.
- Strategy, digital, or transformation teams needing execution depth.
- Firms expanding CX offerings without building a permanent bench.

What's Included

- Opportunity shaping and pursuit support.
- Maturity assessments using the PodiumCX model.
- In-flight project reviews to identify and close gaps.
- Contact center and service operations advisory.
- Executive briefings and summary deliverables.

Outcomes You Can Expect

- Higher win rates for CX and service work.
- Stronger delivery credibility with clients.
- Faster, more effective project execution.
- Reduced risk through expert oversight.
- Greater trust and long-term client growth.

Elevating Your Organization to the CX Podium