



CXTT
CAPABILITY & SERVICES



OUR COMPANY

Two years young and built from decades of practical experience and success, CXTT Consulting was established in early 2021 with a focus on solving challenges across CX, Contact Centres and Technology.

Since our launch, we have worked with organisations in diverse industry sectors delivering remarkable results. Our clients come from sectors including:

- Public Sector
- Technology
- Superannuation and Financial Services
- Utilities
- Not for Profit



OUR HERITAGE

Our business is 50% Aboriginal owned. We acknowledge the Traditional Owners and Custodians of Country throughout Australia and acknowledge their continuing connection to land, waters, and community. We pay our respects to the people, the cultures, and the Elders past, present.

We are registered with Supply Nation, Australia's premier Indigenous Business Network.



CXTT has a logo which reflects our heritage.

Our logo incorporates four boomerangs representing the concept that our ideas and our efforts will return to us in kind.

Our brand colours include a darker shade of blue to signify trust and competency, yellow for ideas and creativity, and orange for our enthusiasm and vibrancy.





2022
top 50
small business leaders



Michael Clark

Co-founder/Principal Consultant, CXTT Consulting, NSW



PRINCIPAL CONSULTANT MICHAEL CLARK



Our Principal Consultant, Michael Clark, has decades of award-winning experience across the private and public sectors, and through community organisations.

Michael has a Masters in Public Administration, and prior to establishing CXTT Consulting, held a range of Senior Executive roles in the Australian Public Service.

Michael was recognised as one of the Top 50 Small Business Leaders in Australia in 2022, and as one of the Top 100 Influencers in the Contact Centre Industry in 2023.



CONTACT CENTRES AND CX

We leverage our decades of experience to provide a range of services including:

- Customer Service Benchmarking Audits and Check-ups
- Customer Journey Mapping
- CX Strategy
- Service Delivery Model Design
- Performance Enhancement
- Technology Sourcing and Optimisation
- Project Management



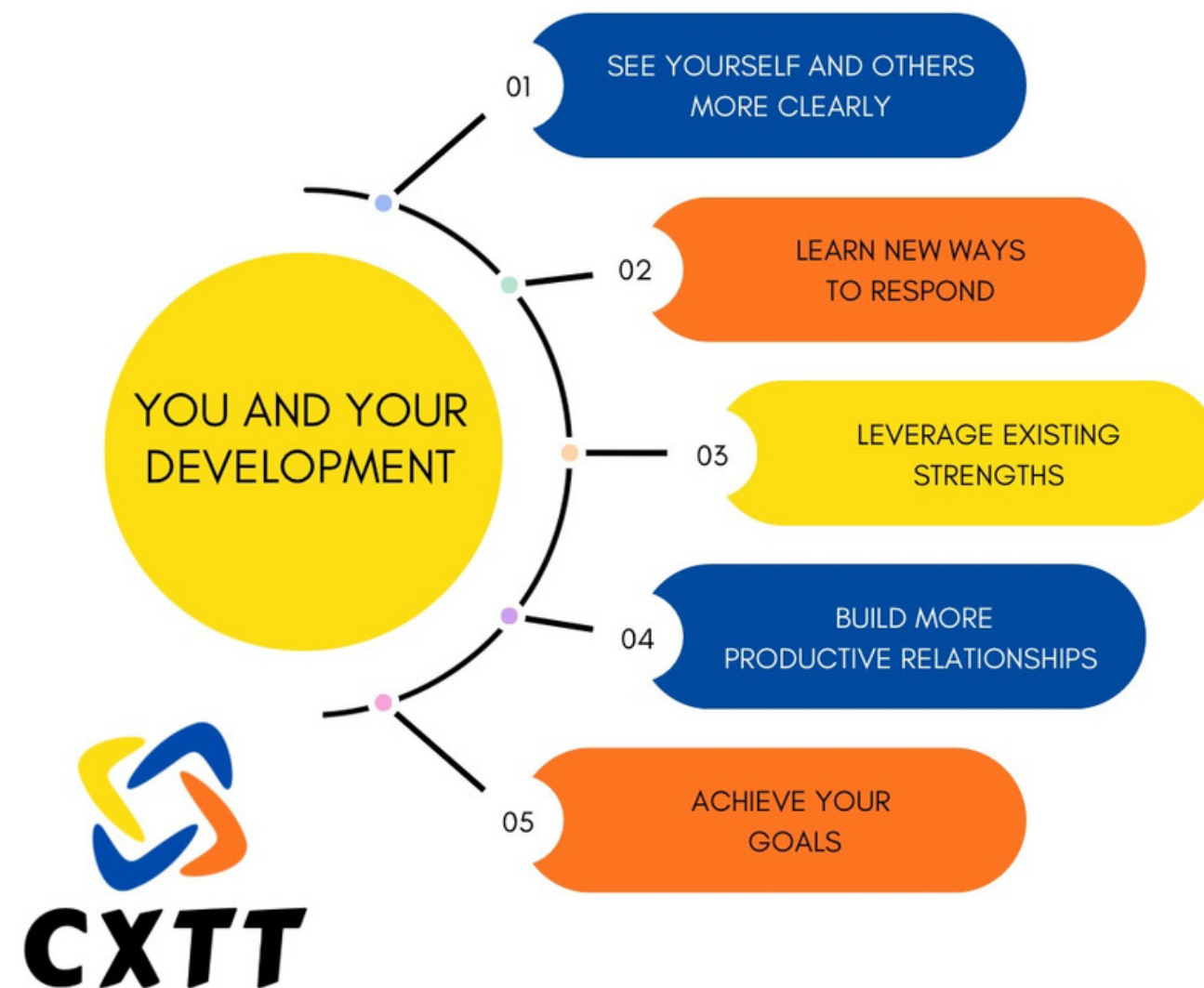
TECHNOLOGY ADVISORY

Our Principal Consultant is a former CIO and brings this experience to our technology advisory services.

These services include:

- Strategic and Functional IT Assessments
- Sourcing and Procurement
- IT Strategy Development
- Business and IT Alignment

5 reasons to get a Coach



COACHING

We provide individual and group coaching for Leaders, with dedicated programs for Contact Centres and IT.

Our coaching leverages the grow methodology focussing on:

- Goals and aspirations
- Reality of your current situation and obstacles
- Will - Actions and accountabilities
- Options - possibilities, strengths and resources

Project Health Check



PROJECT MANAGEMENT AND ASSURANCE

We leverage our decades of experience to provide a range of services including:

- Project Assurance and Health Checks
- Project and Program Management
- Risk Management and Business Engagement
- Technology Sourcing and Delivery

Our Project Health Checks typically support organisations to mitigate risks involving technology implementations that are new or high risk for an organisation.





FACILITATION

We have significant experience in facilitation of events, workshops and delivery of keynote speeches.

Please contact us to explore our range of services including:

- Workshop Facilitation
- Event Planning
- Event Chairing
- Keynote or Guest Speakers



PURCHASING OUR SERVICES

We know that purchasing and procurement decisions can be complicated, especially for public sector organisations.

To make it easier to access our services, we are pre-qualified on the following panels:

- Commonwealth (Buy.ICT - formerly the Digital Marketplace)
- NSW - buy.nsw Scheme 5 (Performance and Management Services)
- Victoria - Supplier Hub eServices Panel

We are also registered with Supply Nation as an Indigenous-owned business.

CASE STUDIES

CXTT was engaged to work with a Global Technology solutions provider to review and improve customer support in the APAC region.

- We undertook significant discovery workshops and interviews to understand current experiences, issues, and opportunities.
- We completed a high-level environmental scan and market overview.
- We worked to co-design development of customer-centric service delivery through improving process maps and mapping customer journeys.
- The project has improved customer satisfaction by 5% with further investment underway to deliver additional improvements.

CXTT is providing Quarterly Project Health Checks for a Victorian Utility provider. The organisation is investing over \$10 million into a new technology and digital improvement program.

- We designed a stakeholder engagement model involving document review, interviews, and workshops.
- We conduct the analysis every 3 months to provide assurance to the Steering Committee and Board about project progress, risks, and opportunities.

CXTT was engaged by a Victorian Government Agency in December 2021 to conduct a commercial and operational review of their Contact Centre. The project scope involved remote assessment of documentation and information, interview of key stakeholders and personnel, assessment of commercial sustainability of their Shared Service Contact Centre services and report with findings and recommendations.

- This project has delivered findings and recommendations and is now moving to deliver a longer-term roadmap of change.
- We identified \$500,000 of savings and has recommended a new pricing strategy for existing and new clients.
- These outcomes are undergoing internal and external stakeholder engagement to inform changes for the 2022/23 Financial Year.

CXTT was engaged by a Membership Association in May 2021 to support an organisational transformation project. The Association had been impacted by COVID-19 and the Board had devised a strategy for change.

- Our role was to program manage change including review of operating model and position profiles, review and replacement of Membership Management technology solution, development of new operating models, performance targets and volunteer committees, stakeholder engagement and reporting to the Board.
- This project is delivering a technology uplift and contributing to increased member engagement and retention.
The CEO has directly referred CXTT into another project.

CASE STUDIES

CXTT was engaged by a Victorian Government entity to conduct a Strategic IT Review.

- The scope included a current state assessment, future state assessment and roadmap.
- CXTT Consulting undertake an intensive series of interviews, workshops and documentation review to assess and understand the current state.
- Regular insights were shared with the Project Sponsor, and a final report was developed.
- The final report provides a clear case for change and has been endorsed by the Executive and Board for implementation.
- CXTT will be providing implementation support during early 2024.

CXTT Consulting was engaged by a Superannuation Fund in August 2023 to conduct a benchmarking review of their outsourced Contact Centre.

- The project scope involved a benchmarking assessment, review of documentation and information, interview of key personnel, assessment of operational performance and report with findings and recommendations.
- This project is currently underway, and due for completion in late October 2023.





CONTACT US

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