

PROFESSIONAL SERVICES

Your Partner for Long-term Success

At CEDAR CX Technologies, we've designed our CCM solution to be easy-to-use and intuitive for all users, but if you need extra assistance, our world-class team is here to help.

We offer customer experience professional services for when you need extra support.



CCM Experts Available for Every Stage of Your Customer Experience Transformation



Consulting

From free workshops to complete customer experience design, we share industry best practices to make your CCM strategy successful today and into the future.



Implementation

Our project management team utilizes their extensive experience in platform implementation to ensure your smooth transition into the world of digital CCM.



Design

Receive expert advice to optimize your content design, including establishing on-brand communications standards and white space management.



Content Management

We can craft and execute communications updates and campaigns for you, so you're free to continue doing what you do best.



Education & Training

We work with you to customize and lead a comprehensive training program to fit your needs.



End-to-end Assistance for Every CCM Need

Consulting



Complementary Scoping Workshop:

To ensure the success of your CCM transformation, our communications experts have designed a half-day session to help you map out the scope of your project. This exercise focuses on aligning stakeholders, gathering requirements for your initiative, and answering the question – what do you want your CX to be? At the end of this workshop, you'll have the tools to start developing an execution plan geared toward effective and successful platform implementation.

[SCHEDULE WORKSHOP](#)

Business Requirements Engagement: Your next step is developing a complete CX Requirements Package that includes a fully detailed Business Requirements Document (BRD), Integration Specifications, Communications Inventory, Resource Requirements, and a Target Implementation Plan. We also generate an Enterprise Standards Guide based on your brand standards for every transactional communication, which ensures a consistent experience across your customer life cycle. Our experts can guide you through this in-depth discovery and analysis process. Over the course of a 60- to 90-day engagement, we assist your team in creating an execution plan for CCM transformation. This process not only determines all the planning and requirements you'll need but works on consensus building across teams, develops the business case for funding your project, and assists in mapping out your desired customer experience journey.

Customer Experience Consulting: As seasoned communications experts, we can help analyze your processes and develop comprehensive recommendations for CCM strategy at any stage of your transformation. From project charter development to business case ROI analysis and sourcing benchmarks, our experience spans the full life cycle of defining, funding and executing.

Implementation

Design

Content Management

Education & Training

Transform Your Fragmented Customer Experience

Learn why so many best-in-class financial services businesses choose CEDAR CX Technologies to elevate their customer communications management. Schedule a free demo with one of our CCM experts.

[REQUEST A DEMO](#)

Solutions

- Improved Digital CX
- Real-Time Communications
- Consolidated Communications Management
- Preference & Engagement Insight
- Governance Control & Audit Traceability

Services

- SaaS Support
- Professional Services
- Consulting
- Implementation
- Design
- Content Management
- Education & Training

Who We Help

- Auto Finance
- Banking & Financial Institutions
- Insurance
- Mortgage
- Retirement & Wealth Management

Who We Are

- About
- Leadership
- Careers

Resources

- Case Studies
- Articles
- News

Contact

- Contact Us
- Request a Demo
- Request A Scoping Workshop