

CC PACE'S CLIENT SUCCESS PROGRAM

Our Client Success Program is just one way that defines us as a different type of consulting firm. We ensure our clients and consultants have a unique experience when engaging with CC Pace. Consultants have personalized support to ensure they can give 100% of their focus to their project, while our clients see increased output and performance and higher retention rates.

ONBOARDING

We begin each consultant engagement with a comprehensive onboarding program, which adds value from day one. We also invest time to fully understand each client's unique needs and incorporate this information into our onboarding session. Our client-customized approach increases satisfaction on both sides and creates mutual trust, which is the cornerstone of a successful engagement.

COMMUNICATION

We build a symbiotic relationship with our consultants and invest in these relationships throughout the engagement. We have regular, one-on-one checkpoints that have proven to be a safe environment to discuss project updates, share accomplishments, express concerns, and address any performance expectations. From a corporate perspective, these meetings create greater stability across our clients, allowing us to identify and mitigate unplanned attrition and build a stronger connection to the company.

RECOGNITION

We believe recognition is an important component of strong management and leadership and take time to recognize and appreciate everyone's contributions. We make sure high performers aren't just coasting along incognito. Our "one team" approach strengthens relationships, enhances commitment, and encourages everyone to go above and beyond to deliver the best possible outcomes to our clients.

ENGAGEMENT

We ensure our employees and consultants are connected so that our clients get the best possible level of engagement from the entire CC Pace team. We communicate and unify around common corporate goals, ensuring a sense of 'team' and encouraging a sense of camaraderie. We promote knowledge-sharing and provide ample opportunities to develop skills outside of the current area of expertise.