Ascent.cx

IMPLEMENTATION, INTEGRATION, AND CLOUD SERVICES

How We Deliver

Our approach to professional services — how we partner with you, run your project, and handle change together, so the outcome you bought is the outcome you get.

For Clients & delivery partners **Engagement models** Value-Fast · Nimble Consulting · Autopilot

This is how we work. It explains the principles behind our delivery, what you can expect from us at each stage of an engagement, how we handle the things that inevitably move on a project — change, scope, and the occasional roadblock — and what we'll ask of you so we can move quickly together. None of it replaces your Statement of Work; where the two differ, your contract governs.

I What guides our work

A handful of principles sit behind every decision our teams make. They're worth stating plainly, because they shape how we'll show up for you.

- **We protect your outcome, not just the plan.** You're buying a business result — a working contact center, a faster path to resolution, a de-risked migration — not a schedule. When reality and the plan diverge, we adjust the plan and tell you why.
- **No surprises — you'll hear it early.** Issues get cheaper the sooner they're raised. We'd rather bring you a small concern this week than a crisis at go-live, so we communicate openly about anything that could affect scope, timeline, budget, or trust.

- **Change is normal, and we keep it transparent.** Projects evolve. Our job is to make every trade-off visible so you can make informed calls — never to spring a cost on you, and never to quietly absorb work that puts your timeline at risk.
- **One accountable owner.** Every engagement has a single Ascent lead who owns it end to end. You'll always know exactly who that is. Our internal coordination is ours to manage, not yours to navigate.
- **If it matters, it's in writing.** Decisions that affect scope, cost, timeline, or design are captured in writing the same day, in a place you can see. It keeps everyone aligned and protects both sides.
- **We start small and prove value fast.** Our Value-Fast approach favors the smallest meaningful slice first — proven, then expanded — over big-bang builds. It gets you working outcomes sooner and lowers risk.
- **We leave your team more capable.** Knowledge transfer is part of what we deliver, not an afterthought. When we're done, your people should understand and be able to run what we built together.

2 How we engage with you

From the first week, we establish a clear way of working so nothing important is left to chance.

- **A clear operating rhythm.** We agree up front on roles and points of contact on both sides, a regular status cadence, how we'll communicate day to day, and — importantly — a shared definition of what "successful" looks like for your project.
- **Honest expectations.** We commit to dates we believe we can hold, and if a timeline you'd like isn't realistic, we'll say so and show you the options rather than quietly taking on risk.
- **Proactive communication.** Status is something we bring to you — progress, what's next, any open risks, and the decisions we need from you — not something you have to chase.
- **The right engagement model.** Whether it's a fixed-scope **Value-Fast** implementation, advisory **Nimble Consulting**, or ongoing **Autopilot** managed services, we shape how we work to fit the model you've chosen.

3 How we set your project up to succeed

Most of a project's risk is settled in its first days. We invest there.

- **Grounded in your goals and your contract.** Before kickoff we reconcile the Statement of Work with what you actually need, and confirm deliverables, acceptance criteria, assumptions, and dependencies — so expectations are shared from day one.
- **Fast, deliberate setup.** We line up environment access, accounts, provisioning, and integrations early, because these are the details that most often delay a start if left late.
- **A plan you can see.** Your plan makes the critical path visible and clearly distinguishes the tasks that depend on you from the ones that depend on us, with realistic buffers rather than heroic ones.
- **A real kickoff.** We align both teams on scope, roles, cadence, and success criteria — and we walk through how we'll handle change and escalation before either comes up, so those conversations are routine when they happen.

> **ONE SOURCE OF TRUTH**
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> Every living project document — plan, requirements, decisions, change log, status — has a single, shared home you can always reach, and we share it by link rather than by emailing copies around. It means you're never guessing whether you're looking at the latest version: there's one current version, and it's the one everyone sees.

4 How we handle change, together

Requirements shift, priorities evolve, and good new ideas surface mid-project. That's expected. What matters is that changes are visible, sized honestly, and decided by you.

When something changes within the project

If a change affects scope, timeline, cost, or design, we run a simple, transparent process:

1. **Raise it.** Either side can flag a change; we log it so nothing gets lost.
2. **Assess the impact.** We size the effect on effort, cost, timeline, and risk — quickly, so the project doesn't stall.
3. **Show you the options.** We come back with a recommendation and clear choices — absorb it, defer it, trade it against other work, or add budget and time.
4. **You decide.** Anything that changes cost or contracted scope proceeds only with your written approval. We don't build first and bill later.

When you want to add something new

New ideas are welcome — we want to do more good work for you. When a request goes beyond the current Statement of Work, we don't just say yes and quietly eat the timeline, and we don't say no. Instead we scope it and show you the path: fold it into the plan with an amendment, trade it for lower-priority work at no net change, or line it up as a follow-on phase. You choose, with full visibility into the trade-off — and we protect the commitments we've already made to you along the way.

5 Keeping things on track

Occasionally something gets stuck — a decision, a dependency, a disagreement about the right path. When it does, we don't let it sit. We raise it early and calmly, always with a proposed way forward, and we work it at the right level:

- **Working level first.** Most things resolve directly between our delivery lead and your day-to-day contact.
- **Then engagement owners.** If it needs more authority, our engagement owner and your sponsor step in, focused on outcomes and options.
- **Leadership when warranted.** Reserved for the rare issue that affects the engagement itself — brought with context and a recommendation, never as a surprise.

Raising an issue isn't a sign that something's gone wrong with our partnership — it's how we keep small problems from becoming big ones. We treat it as the process working.

6 What we'll ask of you

The best outcomes are a partnership. A few things from your side keep us fast and on track:

- **A decision-maker we can reach.** Someone empowered to approve scope, cost, and key choices, so progress isn't held up waiting on sign-off.
- **Timely access and input.** Access to the systems and accounts we need, and reasonable availability of your subject-matter experts for the sessions where their knowledge is essential.

- **Ownership of your requirements.** You'll live with this solution long after we've handed it over, so what it must do is ultimately yours to own, validate, and sign off. Our responsibility is to draw those requirements out — through interviews, workshops, and discovery — document them clearly, and bring them back to you to confirm. We surface and capture them; you own and accept them.
- **Engagement in the shared record.** Working from the same single source of truth, so decisions and approvals are visible to everyone and nothing depends on someone's inbox.

Our commitment: protect your outcome, keep every trade-off visible, put decisions in your hands, and leave your team more capable than we found it. That's what delivery with Ascent.cx looks like.

Ascent CX, Inc. · This overview describes our general delivery approach and does not modify any Statement of Work or agreement; where they differ, your contract governs.