

Zill Consulting

G-Cloud 15

Commercial in Confidence



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Introducing Zill Consulting

Zill Consulting has been delivering successful CX initiatives since 2014

10+ Years

delivering CX programmes

880+

Successful Client Engagements (500+ clients)

100+ Years

CX expertise across the team

8 Languages

English, French, German, Portuguese, Spanish, Polish, Hindi and Thai

We have supported clients across Europe and Asia with our footprint



Our Leadership

150+ Years of CX expertise across the leadership team



Mark Cullen
Partner



Bharat Choragudi
Director, Sprinklr



Rui Cabral
Director, CX Delivery



Abdul Dezkam
Director, Advisory



Gaurav Bhagat
Partner



Shamim Siddiqui
Director, Centre of Excellence



Jon Czernel
Director, CX Delivery



Kavita Jain
Director, Operations



Service Pricing

G-Cloud 15

Commercial Offer

	Base	Essential	Comprehensive
Pricing	£ 130 per hour Fixed scope pricing available as per agreed scope	£ 130 per hour Fixed scope pricing available as per agreed scope	£ 130 per hour Fixed scope pricing available as per agreed scope
Package Description	Occasional support for ad-hoc platform queries, methodology and CX best practice guidance.	Dedicated Consulting team who knows your implementation to provide guidance on product features, integrations and advisory support.	Dedicated Engagement Team and Advisory support for hands-on build support, platform configuration, and advisory support for new or improvement projects.
Options Supported	On-demand	Monthly On-demand Resources	Monthly On-demand Resources
Products Supported	Client has the following products: • Sprinklr • Qualtrics • Pendo • Typeform	Client has the following products: • Sprinklr • Qualtrics • Pendo • Typeform	Client has the following products: • Sprinklr • Qualtrics • Pendo • Typeform
Cadence	Ad-hoc as requested.	Monthly meetings, 30 min.	Fortnightly meetings, 30 min. Weekly Project Reviews (as needed)
Services Review (Jointly with Sprinklr Account Teams)	None	Quarterly Value Reviews (virtual) Annual Review (virtual)	Quarterly Value Reviews (virtual) Annual Review (on-site)
Success Consultant	Designated	Dedicated	Dedicated
Minimum / Maximum Commitment	20 Hours minimum / 5 Hours per week max	100 Hours per annum minimum 8 Hours per week max	20 Hours per month minimum 200 Hours per annum minimum No maximum
Resource Availability	Best endeavours	Always-on	Always-on
Roll-Over	No	Optional	Optional