

# The messy middle is where CX programs die. I deliver it.

The deal took years. Everything **after** the signature — scope, handoffs, integrations, cutover — is where it goes sideways. I've spent a career in that exact gap: Fortune-scale migrations, 17,000+ agents, the high-risk glue nobody else wants. **You're not buying a bench of juniors. You're buying the operator who owns the outcome — backed by a bench that's earned it.**

## WHERE SALES STOPS AND DELIVERY BEGINS

### 30-60 DAY ENGAGEMENT

#### PS Ops Intensive

- ◆ Sharpen scoping, packaging, delivery, and margin — fast, without the theater.

### WHEN IT'S SLIPPING

#### Delivery Rescue

- ◆ Parachute into a program going sideways — governance, cutover discipline, the model that stops the firefighting.

### HIGH-RISK GLUE

#### Integrations & Middleware

- ◆ The weird, high-risk glue between CCaaS, CRM, ERP, and legacy — designed around failure modes.

## SELECTED WORK — RESULTS NOT REDACTED

#### Multi-Country CCaaS Rollout

17,000 agents · 19 countries · NICE CXone

#### Enterprise Contact Center Transformation

24-month program · 10 integrations · \$13M

#### NICE → Genesys Migration

2,300 core · ~5,000 event-day agents

#### Genesys Migration + SAP Integration

~3,200 agents · deep legacy backend

Selling is easy. Delivery is where reputations are made — or buried. I've spent a career in the messy, high-stakes middle everyone else hands off — turning it into something **boring, repeatable, and done**. We take the "messy" out of CX.

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**FoundryCX** Advisors  
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