

Section 2 – Sierra 360°: The Ultimate Customer Experience

Since 1996, Sierra Piedmont has enjoyed rapid success as a direct result of our proprietary process, **Sierra 360°**, the vehicle by which our firm is able to deliver *the ultimate customer experience*. At Sierra Piedmont, we believe the ultimate customer experience happens when the highest level of expertise coincides with the highest level of customer service. At this juncture, the ultimate client experience occurs.

At Sierra Piedmont, every action the firm takes, from our highly selective and competitive recruiting process, to our mandatory annual technical and soft skills training program, is to ensure our customers are thoroughly cared for and satisfied.

LEVEL 1 – TECHNICAL EXPERTISE

Sierra 360° begins with unparalleled expertise. This is a true statement. Sierra Piedmont prides itself on hiring the best and brightest technical experts in our field. In fact, throughout the history of our firm there have been **zero technical challenges** on the work performed by our staff. As a result, our professionals are routinely asked to serve as expert witnesses in environmental matters. As a quality control measure, Sierra Piedmont maintains a centrally located and controlled management structure and assigns industry-specific teams to every client and project.

LEVEL 2 – PROVEN PROCESS

While every project has its own individual challenges and goals, at Sierra Piedmont, we adapt our proven process to each situation. The process begins with understanding the client's problem and defining what success looks like. Our program managers work with our customers to identify their specific requirements, developing a Scope of Work (SOW) and cost estimate for each project. Once the project goals, challenges and risks are identified, our industry-specific technical teams initiate the work. Throughout the project execution, our team maintains open lines of communication, informing you of findings at each step of the process. Quality control and assurance is built into the process at every level of our organization, with a single point of contact maintaining primary responsibility for all aspects of your deliverables. Sierra Piedmont President/CEO, Scott Pate, conducts regular customer satisfaction surveys and reviews projects with clients to ensure that all of our work exceeds expectations, keeping both projects and relationships on track. We take particular pride in the fact that Sierra has maintained **100% client retention** in our major account customer base.

LEVEL 3 – RELATIONSHIP / CUSTOMER SERVICE

The third level of Sierra 360° is what makes Sierra Piedmont truly exemplary. Level three is all about people and behavior. In order to work at Sierra Piedmont, one must fit the Sierra Piedmont culture of providing the highest level of customer service. We understand our clients have extremely important responsibilities, and hiring a consultant should result in smoother and less stressful projects. At the risk of casting stereotypes, we recognize that many technical experts can be perceived as having less than stellar interpersonal skills. Therefore, Sierra Piedmont conducts behavioral assessments of prospective employee candidates before they are offered a position. Once they become a member of the Sierra Piedmont family, each employee is required to undergo soft-skills training, annually. From our front desk to our field team, our clients find that Sierra Piedmont employees share a strong sense of urgency and a common goal: ***"To deliver The Ultimate Customer Experience."***



The Ultimate Customer Experience.



RELATIONSHIP/SERVICE

Pre-Hire
Behavior
Assessments

Respect
For Your Time

PROVEN PROCESS

Problem
Understanding

Performance
Tracking

TECHNICAL EXPERTISE

- Guaranteed Problem Resolution -
- Zero Technical Challenges -
- Expert Witness Qualified -
- Excellent Regulatory Relations in 50 States -
- Industry-Specific Teams -
- Rigorous Annual Training -

Discuss Final
Recommendations

Real-Time
Communication

Soft Skill
Training

Define
Success

Four-Phase
Report
Review

Risk
Identification

Site Data
Report

Scope of Work /
Cost Estimate /
Safety Plan

Discuss
Initial
Findings

Project Start-Up
in One Day

Consistency

Sense of
Urgency



*The Ultimate
Customer Experience.*