Golden Key Awards | 2023

Best Client Servicing Team of the Year

Description:

This award will be given to the Client Servicing team from a servicing organisation that has consistently excelled in their deliveries and support to their client. Your entry should clearly give evidence of the team that goes out of their way to support the client business, has superior integration with the client business and strong client endorsement.

The performance should be for the period between **December 2022 and December 2023.**

Nominations by Entities and Vouched for by designated Client Representative

Evaluation Criteria:

Overall:

1. Presentation quality – written entry form and face-to-face presentation, Finesse, clarity and brevity.

Award Specific

1. Client Servicing team and its functioning
2. Quality and value of research
3. Client engagement
4. Proactiveness

Who can apply:

1. Research Agencies
2. Analytics Companies
3. Research-based Consulting Organisations

Entry submission form sample

1	Question:	Summary of your claim to Best Client Servicing Team of the year
	Type:	Text
	Character Limit:	1000
		Image: Yes , **Website Link:** Yes

2	Question:	Background: Brief description of the Client Servicing team and the client?s work with you.
	Type:	Text
	Character Limit:	1000
		Image: Yes

3	Question:	Considerations/Approach 1: Please share details the consistent functioning of the Servicing team and how that has made for exceptional Client Servicing. Please do not focus on case-based evidence.
	Type:	Text
	Character Limit:	1500
		Image: Yes

4	Question:	Considerations/Approach 2: Team size and team structure, including how this contributes to the Client Servicing.
	Type:	Text
	Character Limit:	1000
		Image: Yes

5	Question:	Considerations/Approach 3: Sustaining/Evangelising Research appreciation with the Client organisation.
	Type:	Text
	Character Limit:	1500
		Image: Yes

6	Question:	Considerations/Approach 4: Input of Client team members (Insight and other research stakeholders) on value and quality of research and quality of engagement with client (Critical Thinking demonstrated by the team *Understanding of your business *Quality of Collaboration demonstrated *Turn Around Time on deliverables *Domain Expertise *Consistency of Quality *Transparency *)
	Type:	Text
	Character Limit:	1500
		Image: Yes

7	Question:	Outcome 1: How was quality of decision making for the Business through research elevated as a direct result of Client Servicing team?
	Type:	Text
	Character Limit:	1500
		Image: Yes

8	Question:	Outcome 2: The quality of interaction and the relationship of the Client Servicing team with their client.
	Type:	Text
	Character Limit:	1500
		Image: Yes

Notes:

1. Text responses have a character limit and each question has a different limit. Please check it before preparing your answer.
2. **Image: Yes** – means you can upload 1 image which will be included with your text response for the particular question. Only one image can be uploaded per question. Do not add text with very small font in the image.
3. **Website Link: Yes** – means you can add 1 weblink/ YouTube video link which will be available to the jury to view when evaluating the entry
4. Sub-questions are indicative. Please only answer what strengthens your submission/ entry.

Terms and Conditions:

- Decision of the selection committee would be final and the MRSI will not be liable for any inconvenience/ disputes resulting from the selection committee's decision.
- MRSI retains the right to make changes to the award categories.