

Golden Key Awards|2024

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 clients. 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 2023 and December 2024**.

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/Technology Companies
3. Research-Based Consulting Organisations

Nominations by Entities and Vouched for by designated Client Representative

Entry submission form sample

Question Details

- 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.