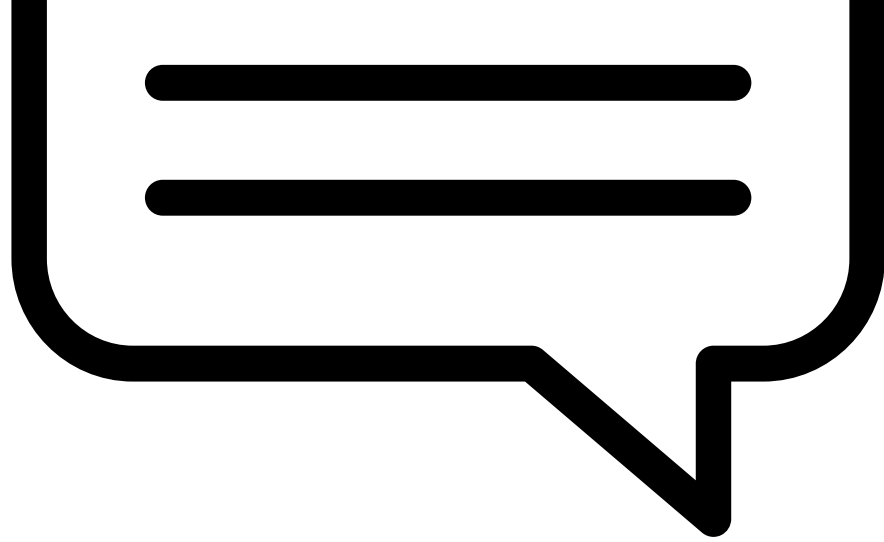


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**CLIENT  
ENGAGEMENT  
GUIDE**

# STEP 1.



# CONSULTATION

Our expert consultants will arrange a discovery call with you to clarify the brief, gain an understanding of your business background and professional history, plus to confirm the sectors in which you engage candidates with end clients. The exploratory conversation will determine any issues you are experiencing and specific problems you wish to resolve, plus explore your future plans and aspirations.

Following the call, we will identify the primary influencers and stakeholders within your organisation to ensure complete participation and full disclosure in the decision-making process. We will also instigate and manage effective lines of communication between all personnel involved in the process.

- Confidential consultation process with experienced consultants
- Independent assessment of your business requirements
- Documented project objectives, costs & timescales



# STEP 2.

## PROJECT MANAGEMENT

Once the brief has been finalised and agreed, SupplyIN2 will facilitate introductions with a host of proven suppliers and business partners who have the requisite skills, products and experience to complete the project. Once appointed, SupplyIN2 will orchestrate the project and provide ongoing support to both parties; this pivotal role will ensure all communication channels are maintained, and tasks acted upon to minimise disruption or delay.

Within the course of the project, SupplyIN2 will serve as a pro-active conduit with the sole remit of assisting both client and supplier to deliver their respective obligations. Our team also have the experience and temperament to function as an independent 'sounding board' where any issues or problems can be resolved quickly and objectively.

- Complimentary introductions to a host of proven service providers
- Oversee proposals, contracts & third-party supplier agreements
- Ongoing support to enhance vendor relationships



# STEP 3.

## RELATIONSHIP MANAGEMENT

Quite apart from defining the scope of the project and successfully introducing an appropriate supplier, SupplyIN2 ensure that the over-arching relationship between both parties is both effective and cordial. Many of the projects in which we participate are complex and challenging, in addition to being dependent on the expertise of numerous individuals.

SupplyIN2 harness the roles and responsibilities of all contributing parties to ensure a unified approach to any project. This invaluable facility is underpinned by trust and transparency and has the ability to overcome any challenges, unforeseen circumstances or third-party factors.

- Impartial and objective relationship management function
- One-to-one support & confidential discussion forum if required
- Informal consultation sessions to maintain momentum & motivation



# STEP 4.

## IMPLEMENTATION GO-LIVE

We recognise that once a new service or solution has been completed, there is an understandable desire to launch its functionality and capabilities at the earliest opportunity. However, this is often the moment when an independent assessment of the project is of considerable benefit. SupplyIN2 oversee a thorough implementation review process to ensure the project meets the expectations of all those involved.

We liaise with relevant personnel to test all facets of the projects performance prior to agreeing a Go Live date that suits all parties. Once activated and operational, we facilitate an appraisal of the project and invite constructive observations, any further recommendations and general feedback to ascertain the true success of the exercise. This information is then incorporated into as Case Study to help both parties champion the success of the project.

- Comprehensive project review process before launch
- Ongoing reporting to monitor the projects effectiveness
- Shared project Case Study to promote brand awareness



We deliver for your business

Supplying what you need.

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