



# CASE STUDY

A global consulting firm was looking to expand its research capabilities, acquire additional expertise, and increase its competitiveness.



## Client Challenge

The challenge for the client was to find a trusted partner that would:



Engage in a long-term relationship



Able to deliver the right research capabilities, and scale up those capabilities on demand



Ensure a high-quality client service, and a seamless collaboration with the internal teams



## Our Solution



To ensure great collaboration and advanced integration between the two parties, some key characteristics were agreed upon:

- Recruitment and training
- Working hours
- Metrics & KPIs
- Governance & monitoring
- Advanced Integration



## Outcome



Work with a trusted partner to accommodate expanding research needs



Add additional skills to clients' capabilities



The team grew exponentially, from 3 to 16 FTEs in a few years

