



# CASE STUDY

## Client:

Retainer with advanced integration

## Client Challenge



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

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:

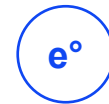
- **Recruitment and training**
- **Working hours**
- **Metrics & KPIs**
- **Governance & monitoring**
- **Advanced Integration**



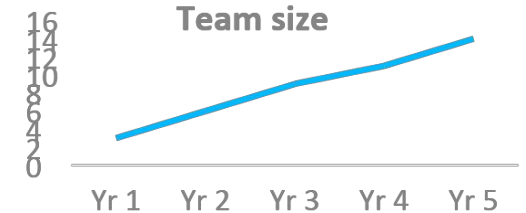
## Outcome



The firm recognized **that the quality of the research service provided matched that of their internal capacity**, resulting in:



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



Infomineo achieved high quality scores (>90% of good ratings in the past 6 months)